



South Carolina Department of Administration

IT Shared Services Catalog – Detailed View

Table of Contents

Introduction	1
Contacting Admin	2
DTO Service Desk.....	2
Agency Relationship Management (ARM)	3
1.0 Workplace Services	4
1.1 Managed Workstation	5
1.2 Email.....	11
1.3 Managed Printer.....	14
2.0 Network Services	18
2.1 MetroNet	19
2.2 Local Area Network	24
2.3 Internet.....	29
3.0 Hosting Services	32
3.1 Virtual Servers.....	33
3.2 Mainframe Hosting	39
3.3 Database Hosting.....	45
3.4 Enterprise Content Management (ECM) Hosting.....	54
4.0 Enterprise Storage Services	63
4.1 Enterprise Storage	64
4.2 Data Backup	68
5.0 Admin-Brokered Services: Telecommunications.....	73
5.1 Local Telephone Services	74
5.2 Long Distance Telephone Services	75
5.3 Voice over Internet Protocol (VoIP) and Messaging Services.....	76
5.4 Wireless Services.....	78
5.5 Contact Center Services	79
5.6 Integrated Voice Response (IVR) Services	81
5.7 Palmetto 800 Radio System.....	82
5.8 Mobile Radio (Two-Way) Services	84
5.9 Pager Services.....	85
5.10 Satellite Telephone Services	86
6.0 Admin-Brokered Services: Network	87
6.1 Cable and Wiring.....	88

6.2	Network Device Colocation	89
6.3	Ethernet Services	90
6.4	Internet Services	91
6.5	Multiprotocol Label Switching (MPLS)	93
6.6	Other Network Services (DS0, T1, T3)	94
7.0	Admin-Brokered Services: Hosting	95
7.1	Web Hosting	96
8.0	Future Services	97

Introduction

The South Carolina Department of Administration (Admin) provides a wide variety of information technology (IT) services to state agencies. Admin is pleased to offer the IT Shared Services Catalog, which is designed to provide a comprehensive view of the services currently available at a level of detail that helps customers make informed choices necessary to find the right service to meet their agency's needs.

Admin is rapidly transforming its shared services to provide new and strategic capabilities to customers. These key shared services are included here. Future releases of the IT Shared Services Catalog may include refinements to these services and entries for other services not yet reflected here.

We welcome your feedback on the services described in this catalog, and we look forward to providing high quality, innovative information technology services that support the achievement of your business objectives.

Contacting Admin

DTO Service Desk

For help with an issue or to request a new service, contact the DTO Service Desk:

- EMAIL: servicedesk@admin.sc.gov
- CALL: 803-896-0001

Hours of Support: The DTO Service Desk is available on a 24/7 basis.

Support beyond the DTO Service Desk is available during normal business hours (8:30 a.m.–5 p.m. Monday through Friday, excluding state holidays), and after business hours on an on-call emergency basis using established criteria for determining emergencies.

When a service request or incident is created by a DTO Service Desk analyst, the customer receives an email message containing a service request number or an incident number. The customer also receives an email message when an incident or request is resolved.

The DTO Service Desk staff makes every effort to resolve issues during the first contact and will escalate issues to the next level of support as needed.

Service Request Fulfillment

The target timeframe to fulfill service requests depends on the request.

Incident Resolution

Admin strives to respond to and resolve incidents according to their priority level. Priority is based on a combination of impact and urgency as defined below:

- Impact – The measure of the effect an incident is having or might have on the business.
- Urgency – The measure of the amount of time until an incident has a significant impact on the business.

Agency Relationship Management (ARM)

The goal of the Agency Relationship Management (ARM) team, part of Admin's Program Management Office, is to establish a partnership between Admin and agencies that use Admin shared services. ARM representatives assist agency partners with information technology planning and navigating the shared services governance process.

ARM Activities:

- Assist agency partners by understanding the mission, deliverables and business goals of the organization.
- Work collaboratively with agencies to help understand and participate in the shared services governance model.
- Act on behalf of agency partners to assess service performance relative to stated goals and standards and proactively report performance.
- Provide service reporting and discuss emerging shared service initiatives on a regular basis.
- Solicit performance feedback and key information to drive change and ongoing improvement for existing services and the development of new shared services.
- Create communities of interest for agencies with similar missions to encourage information sharing and enterprise level shared services development.
- Engage shared services subject matter experts to work with and develop solutions for agency partners.
- Advocate for agency business requirements and service expectations during the coordination of shared services projects and service development.
- Work collaboratively with agencies to develop master services agreements and statements of work to define work effort, set expectations and clearly define project-related costs.

Contact your agency's ARM representative or Admin's Program Management Office for further assistance (pmo@admin.sc.gov).

1.0 Workplace Services

1.1 Managed Workstation

Service Description

The Managed Workstation service provides centrally managed workstation services to support and help secure agency workstations with an option for either remote or on-site support to ensure consistent and reliable access to productivity applications and business data.

1. **Managed Workstation with Remote Support:** Centrally managed workstation services for agency-owned/leased workstations with remote support using remote assistance tools. Includes office productivity software and email services. The agency is responsible for on-site support of workstations.
2. **Managed Workstation with On-Site Support:** Centrally managed workstation services for agency-owned/leased workstations with on-site support after initial remote support using remote assistance tools. Includes office productivity software and email services. On-site support is available only in Richland and Lexington counties.

Definitions

- **Remote Support:** DTO Service Desk or Admin endpoint technician will provide telephone support and/or use remote assistance tools to address an issue or fulfill a service request.
- **On-site Support:** If an issue/request has not been resolved through remote support, an Admin endpoint technician will make an on-site service call to address the issue or fulfill the service request.

Service Notes*

- Agency locations must have MetroNet or a secure connection to the state network.
- Agency workstations must be a member of Admin's Active Directory domain.
- If it is determined an issue cannot be resolved remotely, Admin will coordinate the transition of the incident and all related information to either Admin endpoint support technicians or to the agency's support staff.
- Agencies purchasing on-site support must purchase the service for all workstations at a physical address or agency location. Splitting of on-site and remote support options between workstations at the same physical address or agency location will not be allowed.
- Agency locations outside of Lexington and Richland Counties will only be permitted to purchase the remote support option.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Reliability** – Consistent and reliable access to business resources through centrally managed workstations, which maximize uptime and employee productivity.
- **Security** – A robust set of security technologies contributes to the safety and security of agency data.
- **Efficiency** – Allows agencies to reallocate IT resources to focus on more critical issues.
- **Flexibility** – Flexibility for agencies who want to provide their own on-site support, but rely on high quality, cost-effective remote support on a 24/7 basis.

Service Rates

Service Offering	Cost per Month
Managed Workstation with Remote Support	Contact ARM
Managed Workstation with On-Site Support	Contact ARM
Software Licenses (beyond base image software)	Varies by product

Managed Workstation – Service Detail

This Admin service includes:

1. Managed Workstation with Remote Support

Software

- Software management, maintenance and support vary by software type.
 - Software types divided into four categories. Specific software titles are assigned to each category. (Contact the ARM for detailed information.)
- Critical patch management for managed and supported applications.
- Security compliance and configuration support of managed applications.
- Technical and integration support for managed and supported applications.

File Storage

- Dedicated private network folder for users in addition to shared access to network folders as determined by the users assigned business roles. Network storage is backed up nightly with a 30-day retention period.

Support

- Technical support through the use of remote support tools, to include:
 - Remote troubleshooting, diagnosis and remote assistance of operating system, productivity tools and security application issues.
 - Remote driver installation and configuration of workstation compatible peripheral devices. Legacy devices or non-compatible devices may not be supported.
 - Remote troubleshooting, diagnosis and remote assistance of locally attached printer issues to workstations covered under this service.
- Critical patch management and whole disk encryption help enhance workstation security.
- Hard drive sanitization in accordance with policy standards for workstations at end-of-life.
- Remote customers needing support for issues that cannot be resolved using remote support tools, may ship or deliver workstations to the Admin office located in Columbia.

2. Managed Workstation with On-Site Support

Includes everything provided under Managed Workstation with Remote Support, plus the following:

- On-site service technician visit, after initial remote assistance.
- Scheduled workstation installation and initial configuration at agency office location.
- On-site technician visits are available only in Lexington and Richland counties.

Related Services

A Managed Workstation customer might also be interested in these Admin services which are offered separately:

- Enterprise Content Management (ECM) Hosting

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- In the future, Admin will offer different rate structures for devices and configurations that are within Admin's standard, versus those that are outside Admin's standard. Agencies should work closely with their ARM representative to ensure that purchases of new devices fit within Admin standards. Contact the ARM for a list of standard devices and configurations.
- All base image applications and other Category 1 applications are patched automatically. Agency-specific applications may not be patched automatically, and the agency should coordinate with the DTO Service Desk.
- Hardware support for agency-owned/leased workstations is the responsibility of the agency. Hardware support for Admin-owned/leased workstations is the responsibility of Admin.
- Agencies are responsible for purchasing consumables and peripheral devices, such as additional keyboards, headsets, additional monitors, replacement batteries, USB drives and webcams to enable desktop video. The agency should coordinate purchases through Admin to ensure compatibility.
- Agencies are responsible for third-party application purchasing and license management of software not included in base image or provided as an add-on service by Admin. The agency should coordinate purchases with Admin to ensure compatibility.
- Only state-owned or leased workstations are supported. Personal workstations are not supported under this service.
- Data stored locally on workstations is not backed up.
- Administrative access for authorized agency staff is available. Contact Admin to learn more about the approval process.
- Admin staff, or authorized agency technical staff, will connect workstations to the wired network in work areas, move them as needed, and remove them from the network. Users should not connect or disconnect workstations to or from the wired network. If users do so, the agency may incur a cost for work performed by Admin to resolve any related issues.
- Admin will coordinate vendor support for hardware failures of workstations under warranty. Reasonable effort will be made to service workstations out of warranty, however, no guarantee will be provided for returning out of warranty workstations back into service.

- Workstations shipped or delivered to Columbia, for repair, will be assigned a priority and addressed in accordance with established policy and existing priorities.
- Installations or moves of more than five workstations at one time will require additional funding. A move is defined as disconnecting a workstation in one work area, transporting it to a new work area, and connecting it in the new work area so it is available for use by the user. Multiple requests for installations or moves of fewer than five workstations within a short period of time may be grouped together by Admin and additional funding will be required. Admin will advise agencies in advance if there is a cost associated with a request for installations or moves.
- On-site installations and moves are only available with Managed Workstation with On-Site Support.
- Agencies are responsible for providing at least two weeks advanced notice for any installation or move of up to five workstations. Installations or moves of more than five workstations require more than two weeks advanced notice, and a timeframe will be agreed upon with Admin and the agency based on the complexity of the project and resource availability.

Customer vs. Admin Responsibilities

This section identifies Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Managed Workstation with Remote Support		
Purchase workstations through coordination with Admin.		X
Asset and warranty management for workstations.		X
Manage backup and recovery of any locally stored data.		X
Contact the DTO Service Desk regarding incidents and service requests, and provide an accurate description of the issue or need.		X
Provide end-user training for productivity software and business applications.		X
Two-way transit of, and protective packaging for, any devices shipped/transported to the Admin office in Columbia.		X
Maintain accurate inventories of devices at each agency location.		X
Configure and deploy workstation to agency business location.		X
Coordinate price quotes for agency workstation purchases.	X	
Maintain workstation base image and managed applications (Category 1).	X	
Provide critical patching of managed and supported applications (Categories 1 and 2).	X	
Provide critical patching of contracted support and unsupported applications (Categories 3 and 4).		X
Provide remote (telephone) support through the DTO Service Desk and remote support tools.	X	
Provide remote access clients and licenses.	X	

Responsibilities	Admin	Customer
Managed Workstation with On-Site Support <i>Responsibilities in addition to those shown above for Remote Support</i>		
Perform resolution of service requests and incidents on-site at agency's location if resolution cannot be completed remotely.	X	
Configure and deploy workstation to agency business location.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

1.2 Email

Service Description

The Email service uses Office 365 to provide cloud-based email, calendaring and email storage, which allows users to access the service virtually anytime and anywhere.

1. Email Includes:

- User account provisioning.
- Access to a global directory of state email addresses.
- Mailbox and calendaring storage.
- Email storage and archiving in compliance with state data/document retention policies.
- Encryption for outgoing email available if required.
- Virus scanning of all attachments.
- Spam filtering.
- Incident resolution through the DTO Service Desk.
- Office 365 licenses.

Service Notes*

- Each email account receives a fixed amount of email storage, as determined by the Office 365 Government Plan.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Efficiency** – Sharing a common cloud-based service allows for more cost-efficient operations and support.
- **Security** – Robust policies, controls and systems are designed to enhance security.
- **Scalability** – Users may be added or removed quickly as business needs change.
- **Support** – Support is provided by Admin staff members skilled in planning, provisioning, maintaining and troubleshooting the service.

Service Rates

Service Offering	Cost per Month
Email Account	Contact ARM

Email – Service Detail

This Admin service includes:

- Email and calendaring user provisioning.
- Access to a global directory of state email addresses.
- Mailbox and calendaring storage.
- Email storage and archiving in compliance with state data/document retention policies.
- Encryption for outgoing email available if required.
- Virus scanning of all attachments.
- Spam filtering.
- Incident resolution through the DTO Service Desk.
- Office 365 licenses.

Related Services

An Email customer might also be interested in these Admin services which are offered separately:

- Managed Workstation
- Managed Printer

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Each email account receives a fixed amount of email storage, as determined by the Office 365 Government Plan.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Supply a workstation or other mail-capable device.		X
Supply and configure desktop client for accessing email (e.g., Outlook, Thunderbird).		X
Contact the DTO Service Desk to report an incident.		X

Responsibilities	Admin	Customer
Plan, provision, maintain, troubleshoot and resolve issues related to the email service.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

1.3 Managed Printer

Service Description

The Managed Printer service provides the configuration and network support necessary to allow users to print, fax, scan and copy documents.

Managed Printer Support: Installation, configuration to enhance security, and support for agency-owned or leased printers or multifunction devices connected to the state network (MetroNet).

Service Notes*

- The Managed Printer service is available at agency locations or physical addresses where the agency also purchases the Managed Workstation service.
- The agency is responsible for the purchasing or leasing of networked printers and multi-function devices.
- Only state-owned printers are supported. Personal printers are not supported.
- This service does not cover standalone photocopiers not connected to the state network.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Efficiency** – Automated printer installation allows users to print documents over the state network in a convenient location close to users' workspace.
- **Security** – Advanced configurations help enhance printer security.
- **Effectiveness** – Better control of printer usage and output through role-based access.

Service Rates

Service Offering	Cost per Month
Managed Printer	Contact ARM

Managed Printer – Service Detail

This Admin service includes:

1. Managed Printer Support

- Configuration, moves and data sanitation of agency-owned or leased printers.
- Configuration of printers is provided for agencies selecting Managed Workstation with Remote Support and Managed Workstation with On-Site support.
- On-site printer installation at an agency location or physical address is provided only for agencies that have purchased Managed Workstation with On-Site support for that location or physical address.
- For agency locations under Managed Workstation with Remote Support, Admin will provide remote support to a user or agency-contracted vendor resource on-site at the printer's location.
- Advanced printer configurations (e.g., port blocking, restricting web access, default password resets, SNMP).
- Support of multifunction printers contracted from a third party vendor is limited to configuration only, which includes connecting the printer to the network, advanced configurations to help secure the printer, and configuring users to print.
- Ongoing support from the Admin team, including:
 - Troubleshooting, diagnosis and remote assistance using remote assistance tools.
 - Connecting Managed Workstation users to networked printers.
 - Automatic printer connection based on user assigned business roles, providing the ability for users to print to certain printers based on organizational roles (e.g., human resources or legal staff members may access a printer that is not available to other staff to ensure confidentiality of printed material).

Related Services

A Print Services customer might also be interested in these Admin services which are offered separately:

- Managed Workstation – **REQUIRED**

Service Level Objectives

Service Level Targets

TBD

Service Notes

- Admin will connect printers to the wired network in work areas, move them as needed and remove them from the network. Users should not connect or disconnect printers to or from the wired network. If users do so, the agency may incur a cost for work performed by Admin to resolve any related issues.
- Admin will coordinate vendor support for hardware failures of printers under warranty. Reasonable effort will be made to service printers out of warranty. However, no guarantee will be provided for returning out of warranty printers back into service.
- Installations or moves of more than five printers at one time will require additional funding. Multiple requests for installations or moves of fewer than five printers within a short period of time may be grouped together by Admin and additional funding will be required.
- Agencies are responsible for providing at least two weeks advanced notice for any installation or move of up to five printers. Installations or moves of more than five printers require more than two weeks advanced notice, and a timeframe will be agreed upon with Admin and the agency based on the complexity of the project and resource availability.
- Work efforts involving installations or moves of more than 25 printers will follow the standard Admin project management methodology. Projects will be scheduled according to project requirements and Admin resource availability. Admin will provide a project cost estimate before beginning work.

Customer vs. Admin Responsibilities

This section identifies Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Managed Printer Support		
Purchase networked printers through coordination with Admin.		X
Purchase and replace consumables (e.g., paper, ink cartridges).		X
Purchase printer warranty or hardware support contract with third-party vendor.		X
Asset and warranty management for printers.		X
Contact the DTO Service Desk regarding incidents and service requests, and provide an accurate description of the issue or need.		X
Provide on-site resource to work with remote Admin support staff to install networked printers at agency offices that purchase Remote Workstation Support.		X
Install networked printers at agency locations that also purchase Managed Workstation with On-Site Support.	X	
Provide remote (telephone) support through the DTO Service Desk.	X	
Monitor printer usage and cost per print.		X
Initial troubleshooting (e.g., paper jams, open paper drawers).		X

Responsibilities	Admin	Customer
Escalated troubleshooting for hardware failure/drum replacement.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

2.0 Network Services

2.1 MetroNet

Service Description

MetroNet is the statewide network, connecting all State of South Carolina agencies to each other and to the internet.

1. **MetroNet:** Management and support of the MetroNet including existing transmission media and shared infrastructure. Includes capacity planning, shared equipment upgrades, 24/7 monitoring and end-to-end fault resolution.

This service includes design and installation of new MetroNet transmission media and infrastructure for agencies with new or moved facilities that need to connect to the state network, or for agencies requiring enhancements to existing services.

Multiprotocol Label Switching (MPLS) is available in Standard and Premium levels. Premium includes Quality of Service (QoS), which recognizes the requirements of some applications are more critical than others, and ensures high quality performance for those critical applications.

Cable and wiring projects to enable MetroNet services are provided separately from monthly service.

An agency's need for bandwidth may increase as the use of Voice over Internet Protocol (VoIP), video conferencing, document management with scanning, etc. increases.

Discuss your current and future needs with Admin to help determine the service offering that is best for your agency.

Service Notes*

- MetroNet services are typically provided to the point of demarcation between Admin's network and the Customer Premise Equipment (CPE).
- Building must have connectivity and adequate physical infrastructure (e.g., adequate space, power and air) to house network equipment. Limitations in existing fiber or other requirements may limit the service available to a location.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Cost savings** – More cost effective than purchasing dedicated circuits from an outside provider.
- **Efficiency** – Sharing common equipment and resources allows for more cost-efficient operations and support.
- **Continuity** – Service provides level of redundancy allowing for recovery from hardware failures.
- **Agility** – Admin can adjust an agency's network needs quickly to help minimize impacts to business.
- **Support** – Monitoring, response and end-to-end fault resolution by trained, skilled Admin technical staff to help ensure network availability.
- **Security** – Advanced configuration of network devices to help secure the MetroNet connection.

Service Rates

Service Offering	Cost per Month	
MetroNet		
MetroNet 10 Mbps Connection	Contact ARM	
MetroNet 20 Mbps Connection	Contact ARM	
MetroNet 50 Mbps Connection	Contact ARM	
MetroNet 100 Mbps Connection	Contact ARM	
MetroNet 250 Mbps Connection	Contact ARM	
MetroNet 500 Mbps Connection	Contact ARM	
MetroNet 1000 Mbps Connection	Contact ARM	
MetroNet Additional bandwidth over 1Gbps	Contact ARM	
MetroNet MPLS	Standard	Premium
MetroNet MPLS 10 Mbps Connection	Contact ARM	Contact ARM
MetroNet MPLS 20 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS 50 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS 100 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS 250 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS 500 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS 1000 Mb Connection	Contact ARM	Contact ARM
MetroNet MPLS Additional bandwidth >1GB	Contact ARM	Contact ARM
Cable and Wiring		
Cable and wiring projects	Varies by project	

MetroNet – Service Detail

This Admin service includes:

1. MetroNet

Hardware

- MetroNet component technologies such as routers, firewalls, transmission media (fiber optics backbones, network cable, etc.). This does not include Customer Premise Equipment (CPE).

Software

- Network management and monitoring software tools and technologies which help deliver: network usage reporting, network monitoring, performance analysis and reporting, alert and event management, problem determination, router/firewall configuration and provisioning, support for configuration and change management, etc.

Installation and Configuration

- Core MetroNet technologies such as routers, firewalls, transmission media (fiber optics backbones, network cable, etc.). Upgrade and enhance the core MetroNet environment as required to ensure that proper capacity, performance and availability is provided to Admin customers.
- Expansions to the core MetroNet environment (e.g., router and transmission media).
- Custom projects with agencies that require MetroNet service for new or moved facilities, or for agencies that require enhancements to existing services. These projects will include the planning, design, engineering and implementation required to achieve agency requirements.
- Guidance to customers in the sizing for new or expanded existing network circuits to ensure additions and/or expansions are consistent with the customer's forecasted growth trends, are a cost effective option for customers, and can be fulfilled by Admin and/or a qualified vendor.

Support and Administration

- Incident resolution services via the DTO Service Desk.
- Hardware and firmware maintenance for supported network devices (routers, firewalls, etc.) and components.
- 24/7 monitoring and alerting on MetroNet.

Security

- MPLS and virtual LAN (VLANs) to isolate agency traffic.
- Division of Information Security (DIS) monitoring of all network traffic to detect threats.

Related Services

A MetroNet customer might also be interested in these Admin services which are offered separately:

- Local Area Network

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Cable and wiring projects are not included in the monthly MetroNet service and are provided separately. Admin will provide a cost estimate before beginning work. Agencies will be charged the actual cost to complete the project, including labor, materials, any vendor costs, etc. Vendors are also available to provide cable and wiring projects. See [Cable and Wiring](#).
- Existing infrastructure within the building may impact MetroNet performance at the end-user device.
- Planned maintenance is performed each Sunday between the hours of 6–10 a.m.
- Agencies must submit service requests to Admin in advance, as detailed below:
 - Contact Admin at least 30 days prior to new service installations or office moves when existing network infrastructure exists.
 - Contact Admin at least 60 days prior to new service installations or office moves when existing network infrastructure does not exist. Longer advanced notice may be needed depending on customer requirements, location, vendor, etc.
- In order for Admin to support requests submitted outside the advance notice requirements, agency head and Chief Information Officer (CIO) approval may be required, and additional funding may be required to cover overtime, vendor fees and other costs.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Contact Admin with requests for new service installations or office moves according to Admin's advance notice requirements (see Additional Service Notes).		X
Provide the proper connectivity from the customer LAN to MetroNet service components.		X

Responsibilities	Admin	Customer
Provide a 24/7 agency point of contact for Admin for reporting and coordinating outages or emergency maintenance.		X
Contact the DTO Service Desk to report problems or request assistance.		X
Provide forecasts for network needs as requested.		X
Planning, purchasing, installation, management and maintenance of core MetroNet infrastructure.	X	
Requirements analysis, functional specification development and design for MetroNet expansions.	X	
Replacement and upgrade of core MetroNet equipment.	X	
Moves, adds, changes, configuration, installation and deinstallation of core MetroNet network components.	X	
Fault and performance monitoring.	X	
IP address management.	X	
Capacity planning.	X	
MetroNet bandwidth will be upgraded based on network health trends, enabling proactive capacity planning ahead of customers' combined bandwidth needs.	X	
Refreshing of end-of-life core MetroNet hardware.	X	
Create documentation in support of the MetroNet infrastructure.	X	
Define network standards for connectivity for the MetroNet infrastructure.	X	
Work with vendors to maintain product compatibility updates and refreshes.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

2.2 Local Area Network

Service Description

The Local Area Network (LAN) service provides infrastructure support (both wired and wireless), within a building or campus environment, which enables data communication among local resources within an organization.

1. **LAN Support:** Support for agency-owned/leased switches, routers, wireless access points and physical firewall devices within an agency facility. This includes capacity planning, monitoring services, fault resolution, performance analysis and advanced configurations to enhance security. Admin offers support on an 8/5 or 24/7 basis.

For virtual firewalls, Admin provides hosts, and maintains and refreshes all virtual firewall infrastructure in the State Data Center.

Cable and wiring projects to enable LAN services are provided separately from monthly service.

Service Notes*

- The cost of cable and wiring within the agency's facility is not included and will be charged to the agency. Costs will be estimated and mutually agreed to prior to work being performed.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Cost savings** – More cost effective than purchasing dedicated circuits from an outside provider.
- **Efficiency** – Sharing common equipment and resources allows for more cost-efficient operations and support.
- **Support** – Monitoring and response by skilled Admin technical staff ensures maximum LAN performance management and troubleshooting.
- **Collaboration** – Users can connect to important business information wherever they are in a wired or wireless LAN coverage area to improve their ability to collaborate with fellow employees and guests.

Service Rates

Service Offering	Cost per Month	
	<i>Support Level</i>	
LAN Support	8x5	24/7
Network Device – Tier 1	Contact ARM	Contact ARM
Network Device – Tier 2	Contact ARM	Contact ARM
Network Device – Tier 3	Contact ARM	Contact ARM
Network Device – Tier 4	Contact ARM	Contact ARM
Network Device – Tier 5	Contact ARM	Contact ARM
Network Device – Tier 6	Contact ARM	Contact ARM
CISCO 6504PE	NA	Contact ARM
CISCO 6506PE	NA	Contact ARM
CISCO 6509PE	NA	Contact ARM
CISCO 6513PE	NA	Contact ARM
RMT409	NA	Contact ARM
Physical Firewall – Tier 1	Contact ARM	Contact ARM
Physical Firewall – Tier 2	Contact ARM	Contact ARM
Virtual Firewalls		
Virtual Firewall – Small	NA	Contact ARM
Virtual Firewall – Medium	NA	Contact ARM
Virtual Firewall – Large	NA	Contact ARM
Cable and Wiring		
Cable and wiring projects	Varies by project	

Local Area Network – Service Detail

This Admin service includes:

1. Local Area Network Support

Hardware

- Installation and configuration of agency-owned/leased network devices and firewalls.
- Division of network devices and physical firewalls into tiers based on size and complexity. A list of specific devices within each tier is available from Admin.
- Advice for agencies during the procurement process. However, the agency is responsible for determining equipment that will meet agency needs.
- Support of Cisco, Juniper and Palo Alto products. Equipment must be a vendor-supported model (i.e., not end-of-life).
- Provision, hosting, maintenance and refreshing Admin of all virtual firewall infrastructure in the State Data Center. Virtual firewalls are designated as:
 - Small virtual firewall — up to three interfaces.
 - Medium virtual firewall — four interfaces.
 - Large virtual firewall — five or more interfaces.

Software

- Management and monitoring of software tools and technologies associated with local area network and firewall management such as: usage reporting, monitoring, performance analysis and reporting, alert and event management, problem determination, etc. Depending on customer equipment, certain software tools and capabilities may not be available. Admin will inform the agency of such limitations.

Support and Administration

- Monitoring, alerting and providing incident resolution through the DTO Service Desk and technical support staff.
- Support is available at two levels:
 - **8/5 Next Business Day (work-week business hours):** Admin staff member will be assigned and the customer will be contacted no later than the next business day during normal business hours.
 - **24/7 (24 hours a day, seven days a week):** Admin provides support on a 24/7 basis.

Related Services

A LAN customer might also be interested in these Admin services which are offered separately:

- MetroNet

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Cable and wiring projects are not included in the monthly LAN support service and are provided separately. Admin will provide a cost estimate before beginning work. Agencies will be charged the actual cost to complete the project, including labor, materials, vendor costs, etc.
- Wireless network performance may vary based on location of the rooms, construction of the rooms, existing infrastructure, etc. Wireless LAN is a shared technology and offers no guarantees for consistent bandwidth or performance.
- Agencies must submit service requests to Admin in advance, as shown below:
 - Contact Admin at least 30 days prior to new service installations or office moves when existing network infrastructure exists.
 - Contact Admin at least 60 days prior to new service installations or office moves when existing network infrastructure does not exist. Longer advanced notice may be needed depending on customer requirements, location, vendor, etc.
- In order for Admin to support requests submitted outside the advance notice requirements, agency head and CIO approval may be required, and additional funding may be required to cover overtime, vendor fees and other costs.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Contact Admin with requests for new service installations or office moves according to Admin's advance notice requirements (see Additional Service Notes).		X
Provide the proper connectivity from the customer LAN to the MetroNet.		X
Provide a 24/7 agency point of contact for Admin to contact for reporting and coordinating outages or emergency maintenance.		X
Contact the DTO Service Desk to report problems or request assistance.		X
Ensure that network closets at agency facilities have utility power protection (e.g., UPS) and appropriate cooling equipment as needed.		X
Pay for wiring and cabling required to provide LAN service.		X

Responsibilities	Admin	Customer
Provision, hosting, replacement and upgrade of virtual firewall infrastructure.	X	
Installation of agency-owned/leased LAN devices.	X	
Installation of agency-owned/leased physical firewalls.	X	
Requirements analysis, functional specification development, and design for LAN installation and expansions.	X	
Provision, hosting, replacement and upgrade of virtual firewalls.	X	
Fault and performance monitoring.	X	
Capacity planning.	X	
Create documentation in support of the LAN infrastructure.	X	
Define network standards for connectivity for the LAN infrastructure.	X	
Work with vendors to maintain product compatibility updates and refreshes.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

2.3 Internet

Service Description

Admin provides internet services to users of the state network via redundant connections to two separate internet service providers (ISP) in order to ensure high levels of availability.

1. **Internet:** Users of the MetroNet can access the internet through Admin-provided internet. Admin routes internet traffic through diverse connections to two internet service providers. Admin-provided internet is designed to offer additional redundancy not typically provided through a single ISP.

Service Notes*

- Agencies must have enough MetroNet bandwidth to cover their internet bandwidth.
- Existing infrastructure within the building may impact internet performance from an end-user device perspective.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Cost savings** – Less expensive than internet access from a separately contracted ISP.
- **Efficiency** – Sharing common resources allows for more cost-efficient operations and support.
- **Continuity** – This service provides a level of redundancy allowing for recovery from ISP failures.
- **Agility** – Admin can adjust to agency needs quickly to help minimize impacts to business.
- **Support** – Monitoring, response and end-to-end fault resolution by trained, skilled Admin technical staff to help ensure internet availability.

Service Rates

Service Offering	Cost per Month
Internet	Contact ARM

Internet – Service Detail

This Admin service includes:

Support and Administration

- Brokering with and managing vendor relationships with Admin's two preferred internet service providers to ensure redundant connections.
- Support for the agency's initial access to Admin's preferred internet service providers.
- Incident resolution services through the DTO Service Desk.
- 24/7 monitoring and alerting on the internet service.
- Provision, install and configure expansions to the internet service.
- Perimeter defense capabilities.
- Distributed Denial of Service (DDOS) protection.

Related Services

An internet customer might also be interested in these Admin services which are offered separately:

- MetroNet
- Local Area Network

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Internet performance may vary based on location of the facility, existing/local infrastructure, geography, etc.
- Planned maintenance is performed Sunday between the hours of 6–10 a.m.
- Admin will provide guidance to customers in estimating internet data usage to ensure the agency's budget estimates for this service are consistent with the customer's forecast growth trends; and can be fulfilled by Admin and/or a qualified vendor.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Agency is responsible for configuring its customer premise equipment (CPE). Admin offers management of CPE for a separate charge (see Local Area Network Service).		X
Ensure appropriate firewalls are in place to meet agency requirements. Admin offers firewall service for a separate charge (see Local Area Network Service).		X
Assign public IP addresses.	X	
Ensure redundant connections to the internet.	X	
Troubleshoot and resolve performance issues with ISPs.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

3.0 Hosting Services

3.1 Virtual Servers

Service Description

Virtual Servers provide a virtualized server environment with enhanced security for hosting business applications in the State Data Center. The virtual server environment supports Microsoft Windows Server and Red Hat Enterprise Linux Server operating systems. Virtual machines (VMs) can be sized to support customer processing requirements via a fixed incremental configuration of memory, processor and disk space (see Service Notes section for configuration details).

1. **Virtual Machine (VM):** This offering provides for a centrally provisioned and patched VM operating system (OS) and related system utilities. This offering includes two core processors, 4GB RAM and 80GB OS file storage. Admin will enable provisioning of a vendor-supported version of Microsoft Windows Server Operating System or a vendor-supported version of Red Hat Enterprise Linux Server Operating System. Admin will manage and maintain the Virtual Server OS, including basic operating system testing and installation of service packs and patches, to ensure the operating system patches do not materially impact the core server performance.
2. **Virtual Machine (VM) – Legacy Isolation:** If an agency is unable to use a vendor-supported server operating system, Admin will assign the VM Legacy Isolation service offering to the agency. These VMs are hosted on isolated infrastructure and are configured to help mitigate security risks, and the server operating system is supported by the agency. Admin will determine an agency's need for this service offering on an exception basis; this offering is not orderable by agencies.

Service Notes*

- Full agency server migrations to the State Data Center are not included in this service. This service is focused on the provision and support of a new virtual server instance.
- The virtual server environment is based on VMware ESXi.
- Servers will be charged from the time they are provisioned until they are de-provisioned.
- Storage for customer data is available through the [Enterprise Storage](#) service.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Cost savings** – Customers do not have to invest in server hardware, server OS licenses, data center facilities and personnel.
- **Efficiency** – Sharing common equipment and resources allows for more cost-efficient operations and support.
- **Security** – Robust policies, controls and systems are designed to enhance security.
- **Scalability** – VM configurations can be modified within the existing footprint of the VM cluster as business needs change.

- **Support** – Monitoring and response by trained Admin technical staff ensures maximum utilization and minimum server downtime.

Service Rates

Service Offering	Cost per Month
Virtual Machine (VM)	Contact ARM
Virtual Machine (VM) – Legacy Isolation*	Varies by system

*Note: This offering is not orderable by agencies, and may only be assigned by Admin on an exception basis. See Additional Service Notes for more detail.

Virtual Servers – Service Detail

This Admin service includes:

Facilities Management

- Management and monitoring of physical security to data center.
- Management and monitoring of the data center environment (e.g., racks, power and cooling).

ESXi Host Systems Engineering

- Provisioning and set-up of ESXi host server hardware and software in accordance with Admin standards and policies.
- Hardware and software enhancements to the ESXi host server over time.
- Upgrades of ESXi host service components.

ESXi Host Systems Maintenance

- Administration and maintenance of hardware to ensure that each ESXi host server is reliable, is performing adequately and is providing overall service availability.
 - Maintain ESXi host server hardware and software at recommended patch and release levels following standard change management procedures.
 - Standard capacity and performance analysis reporting capabilities for customers to review utilization, performance and trending information for processors and memory.
- Admin provides and maintains a VM OS and related systems utilities.
 - Admin installs manufacturer field change orders, service packs, firmware and software maintenance releases.
 - Admin performs product patch, “bug fix,” service pack installation or upgrades to the current installed version.
- Admin manages and maintains (e.g., procure, monitor, track status, verify, audit, perform contract compliance, renew, reassign) software licenses and media.

ESXi Host Systems Support and Monitoring

- Responsive support to incidents.

- Responsive support to unscheduled service outages in a timely manner.
- Provision of diagnostic information to assist with customer application support needs.
- Repair or replacement of failing hardware components.
- Ongoing security monitoring and management.
 - Security event monitoring, detection and notification.
 - Periodic vulnerability scanning and reporting.
 - Security event/vulnerability remediation.
- 24/7 access to the DTO Service Desk.
- Best effort prioritized on-call “after hours support.”
- Simple Network Management Protocol (SNMP) and Internet Control Message Protocol (ICMP) based monitoring and alerting.
- Hardened server images.
- System management and reporting software.
- Monitoring and alerting services to ensure operating system is up and operating normally.

Network Connectivity

- Connectivity within the data center to a dedicated department Virtual Local Area Network (VLAN) to keep data and applications separated from other department data and applications.

Virtual Machine Redundancy in State Data Center

- The VMs are configured with full redundancy allowing system recovery within the same data center.
 - In the event that a physical server fails, also commonly referred to as an ESXi host hardware failure, the automated high availability feature is invoked. All VMs affected by the ESXi hardware failure are migrated to an alternate ESXi host and re-started on the alternate host within the virtualization cluster.
 - All workloads are supported with minimal impact to performance with unplanned downtime related to the VM migration and the restarting of the VM on an alternate host in the virtualization cluster. The alignment and compliance of application requirements are maintained as when the VM was initially provisioned.
 - Server failover (VMware HA) capabilities do not support application level load balancing at this time.
 - Additional disaster recovery capabilities are under development.

Virtual Machine Backup

- Backup of VM OS, system utilities, applications and VM configurations.

Related Services

A Virtual Server Hosting customer might also be interested in these Admin services which are offered separately:

- Database Hosting
- Enterprise Storage
- Data Backup

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- **Virtual Machine (VM)**
 - Admin will ensure the agency has remote access to the virtual server. Agencies will be responsible for purchasing client remote access licenses (e.g., two-factor authentication from Juniper and/or Citrix) for remote access.
 - Admin will coordinate with the agency for any planned Admin changes or outages that will affect the agency's server environment.
 - Requests for installations, adds, moves or change that exceed 40 hours will require additional funding. Admin will provide an estimate before beginning work.
 - Agencies are expected to maintain their VM hosted operating systems at vendor supported versions in order to get the most benefit from this service. A list of currently supported server operating systems is available from Admin.
 - If a customer's business applications require a larger server environment or a custom configuration, please contact Admin to investigate an alternative, custom configuration.
 - The standard patching maintenance window is Saturday from 8 a.m.-noon. Patches are applied 10 days after release. Patches are occasionally applied sooner based on the risk of the unpatched vulnerability.
 - VM OS are subject to security scanning services by DIS prior to being placed into production.
- **Virtual Machine (VM) – Legacy Isolation**
 - This environment may result in reduced application functionality in order to mitigate security risks inherent in the legacy server operating system software environment.
 - This offering will have reduced support (e.g., patching is no longer available). This offering is primarily focused on protecting the broader Admin application and infrastructure environment from security risk introduced by hosting legacy server operating system software.
 - The environment is composed of dedicated hardware and software components with advanced security configurations. The costs of these components and the associated labor are included in the service offering rate. Examples of additional security associated with this offering include, but are not limited to: separated VLAN, restricted user access,

additional firewalls to isolate the legacy server operating system from the mainstream network, etc.

- The agency is responsible for initial provisioning, configuration, patching and ongoing management of the VM OS.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Data Center Facilities		
Data Center power, cooling and related support infrastructure.	X	
Data Center network infrastructure.	X	
Data Center facilities security.	X	
Data Center facility structure maintenance and enhancements.	X	
Hardware		
ESXi host server hardware (processor, memory, storage for system files) at the State Data Center.	X	
ESXi host server hardware (processor, memory, storage for system files) at disaster recovery site (Clemson University data center).	X	
Virtualization software (hypervisor and virtualization management tools).	X	
Standard System Software		
VM server operating system.	X	
Standard security software (anti-virus, host intrusion detection, scanning) for VMs.	X	
Standard system management tools.	X	
Server remote access software (Citrix or Juniper).	X	
Client remote access software (Citrix or Juniper).		X
Non-Standard System Software		
Additional VM OS CALs.		X
Non-standard system management tools.		X
Non-standard security software.		X
Application Software		
Custom developed.		X
Commercially provided.		X
Middleware/utility software.		X
Other software not defined above.		X
Initial Provisioning and Configuration Management of:		

Responsibilities	Admin	Customer
ESXi host server hardware/software.	X	
Virtual machine instance.	X	
VM OS and utilities.	X	
Non-standard system software.		X
Applications and database software.		X
Patching and Lifecycle Configuration Management of:		
ESXi host server hardware/software.	X	
VM OS and utilities.	X	
Non-standard system software.		X
Applications and database software.		X
Monitoring and Fault Management – Fault Monitoring and Event Notification/Triage, Recovery and Troubleshooting (perform diagnostics, maintenance and break/fix support)		
ESXi host server hardware/software.	X	
Virtual machine instance.	X	
Virtual machine fail over instance (base disaster recovery capabilities).	X	
VM OS and utilities.	X	
Non-standard system software.		X
Applications and database software.		X
Capacity and Performance Management		
Implement and maintain tools for performance/capacity planning.	X	
Provide reporting for system performance and utilization.	X	
Monitor usage to proactively identify capacity or performance issues.	X	
Evaluate, identify and recommend changes to enhance performance.	X	
Security Monitoring and Management		
Anti-virus system management and scanning of the VM environment.	X	
Security event monitoring, detection and notification.	X	
Periodic vulnerability scanning and reporting.	X	
Security event/vulnerability remediation.	X	X
ESXi host server hardware and software.	X	
VMsSystem utilities software.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

3.2 Mainframe Hosting

Service Description

This service provides mainframe services for hosting agency applications in an Admin-owned and maintained data center facility. Admin supports the IBM z/OS operating system, select database management systems and layered software products on IBM zSeries hardware with logical partition (LPAR). Mainframe storage is required and is charged separately.

Service Notes*

- Admin maintains and supports select software products from Software AG.
- Admin maintains and supports IBM DB/2 Software, AG ADABAS and CA IDMS.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Cost savings** – Customers do not have to invest in dedicated mainframe hardware, operating system (OS) and layered software licenses, data center facilities and personnel.
- **Efficiency** – Sharing common equipment and resources allows for more cost-efficient operations and support.
- **Security** – Admin maintains a high level of logical system security and physical data center security.
- **Scalability** – LPAR configurations can be modified within the existing footprint of the mainframe as business needs change.
- **Support** – Monitoring and response by trained Admin technical staff ensures maximum utilization and minimum Mainframe downtime.

Service Rates

Service Offering	Costs
CPU-A 3081 Central Processor	Contact ARM
CPU-A 3081 Tape Usage	Contact ARM
CPU-A 3081 TSO Session Time	Contact ARM
CPU-A 3081 Tape Mounts	Contact ARM
CPU-A 3081 Disk Storage	Contact ARM
CPU-A 3081 IDMS Transaction Batch	Contact ARM
CPU-A 3081 IDMS Transaction Online	Contact ARM
CPU-A EDB2 DB2 Online CPU	Contact ARM
CPU-A EDB2 Central Processor, z/0Se	Contact ARM
CPU-A E 3490 Tape Usage	Contact ARM

Service Offering	Costs
CPU-A EDB2 T S O Session Time	Contact ARM
CPU-A EDB2 Tape Mounts	Contact ARM
CPU-B 3480 FDS Central Processor	Contact ARM
CPU-B 3480 FDS Tape Usage	Contact ARM
CPU-B 3490 FDS Tape Usage	Contact ARM
CPU-B FDS T S O Session Time	Contact ARM
CPU-B FDS Tape Mounts,	Contact ARM
CPU-B FDS AdaBase Central Processor	Contact ARM
CPU-B FDS Disk Storage	Contact ARM
CPU-B DSS\DHEC Central Processor	Contact ARM
CPU-B 3490 DSS\DHEC Tape Usage	Contact ARM
CPU-B DSS\DHEC T S O Session Time	Contact ARM
CPU-B DSS\DHEC Tape Mounts	Contact ARM
DATA Vault Storage	Contact ARM
TN3270 TSO Session	Contact ARM
CPU-A PDB2 DB2 Online CPU	Contact ARM

Mainframe Hosting – Service Detail

This Admin service includes:

Facilities Management

- Management and monitoring of physical security to data center.
- Management and monitoring of the data center environment (e.g., power and cooling).

Mainframe Engineering

- Installation of hardware and system software in accordance with best practices and State of South Carolina information technology and security policies.
- Evaluate and/or recommend hardware and software enhancements.
- Hardware and software enhancements to the z/OS LPAR over time.
- Upgrades of service components.

Mainframe Logical Partition (LPAR) Maintenance and Administration

- Administration and maintenance of mainframe LPARs to ensure each is reliable, and is available during the defined target availability hours.
- Utilization of vendor software services for maintaining LPARs at recommended level following standard change management procedures.
- Maintenance of current inventory/asset information and support history for each Admin-owned mainframe and related components.
- Standard capacity and performance analysis reporting capabilities to be used by Admin staff which may be made available to customers.
- Assistance in the provision of diagnostic information to assist with customer application support needs.

Mainframe Support and Monitoring

- 24/7 monitoring, identification and resolution of technical issues for LPARs.
- Incident response based on priority levels.
- Provide diagnostic information to assist with customer mainframe application support needs.
- Ongoing security monitoring and management.
 - Security event monitoring, detection and notification.
 - Periodic vulnerability scanning and reporting.
 - Security compliance audit and reporting.
- Repair or replacement of failing hardware components by IBM service personnel.

Network Connectivity

- Connectivity (physical and logical) within the data center network.

Disaster Recovery

- Mainframe-based data replication and infrastructure disaster recovery.

Related Services

A Mainframe Hosting customer might also be interested in this alternate Admin hosting service which is offered separately:

- Virtual Servers

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Admin conducts periodic disaster recovery (DR) tests and will engage customer agencies as appropriate to participate in the tests.
- The standard patching maintenance window is Sunday from 7-10 p.m. Patches are applied 10 days after release. Patches are occasionally applied sooner based on the risk of the unpatched vulnerability.
- Mainframe storage is required for the mainframe service. Mainframe storage is provided in this service (Mainframe Storage is currently separate from Enterprise Storage – SAN) and is charged separately.
- Mainframe-based data replication and infrastructure disaster recovery is included in this service. LPARs will automatically failover to the Clemson University data center if a disaster incident is experienced at the primary State Data Center. Agency customers are responsible for restarting their individual applications that reside on the impacted LPAR after a site failover (if required by the application).

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Data Center Facilities		
Data Center power, cooling and related support infrastructure.	X	
Data Center network infrastructure.	X	
Data Center facilities physical security.	X	
Data Center facilities structure maintenance and enhancements.	X	

Responsibilities	Admin	Customer
Hardware		
IBM System z system hardware/firmware/software.	X	
IBM System z peripheral hardware/firmware/software.	X	
Mainframe Standard System Software		
LPARs.	X	
Standard security software (anti-virus, host intrusion detection, scanning, etc.).	X	
Standard system management tools.	X	
Application Software		
Custom developed.		X
Agency-specific third-party software purchased by Admin on behalf of the agency.		X
Shared commercially-provided software.	X	
Shared middleware/utility software.	X	
Database (ADABAS/DB2/IDMS/CICS).	X	
Other shared software not defined above.	X	
Initial Provisioning and Configuration Management of:		
IBM mainframe hardware/firmware/software.	X	
Define supported LPAR infrastructure technologies and standards.	X	
Define supported vendor infrastructure products and standards.	X	
Publish change request procedures and lead-times for customer to follow for routine LPAR and operating system service requests.	X	
Install and support major (new version) operating system and third-party system software upgrades as required.	X	
Mainframe applications software.		X
Patching and Lifecycle Configuration Management of:		
Management of the IBM mainframe hardware configurations via the change management process.	X	
Manage the mainframe LPAR configurations via the change management process.	X	
Identify and install necessary system software fixes via change management.	X	
Request vendor technical support for incident issues.	X	
Applications software.		X
Database Software.	X	
Monitoring and Fault Management – Fault Monitoring and Event Notification/Triage, Recovery and Troubleshooting (perform diagnostics, maintenance and break/fix support)		

Responsibilities	Admin	Customer
IBM mainframe hardware/firmware/software.	X	
Monitor operating system utilization through the use of third-party software products.	X	
Maintain source code and develop job control language (JCL) necessary to support all customer applications.		X
Provide problem determination support for all customer coded applications and JCL.		X
Capacity and Performance Management		
Implement and maintain tools for performance/capacity planning.	X	
Provide reporting for system performance and utilization.	X	
Monitor usage to proactively identify capacity or performance issues.	X	
Evaluate, identify and recommend changes to enhance performance.	X	
Recommend system hardware upgrades.	X	
Provide customer growth forecasts.		X
Define requirements for performance/capacity.		X
Recommend corrective action to resolve system performance and capacity problem.	X	X
Security Monitoring and Management		
Security event monitoring, detection and notification.	X	
Periodic vulnerability scanning and reporting.	X	
Security event/vulnerability remediation.	X	X
IBM mainframe hardware/firmware/software controlled access.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

3.3 Database Hosting

Service Description

This service provides database server hosting for agency applications in the State Data Center. Databases, also known as Database Management Systems (DBMSs), are supported on Admin's virtual servers and Enterprise Storage-SAN environment.

1. **Database Hosting – Shared:** Full database administration for agency customers who meet all of these criteria:
 - Agency directly manages/supports application environment;
 - Database does not contain restricted data;
 - Database does not exceed 100GB in size;
 - And agency does not require back-end access to database to alter data via inserts, updates or deletes.

Offering leverages a shared Microsoft SQL database platform.

2. **Database Hosting – Dedicated:** Base level physical database administration services for agency customers who meet any of these criteria:
 - Agency uses third-party vendor(s) for managing/supporting the application environment;
 - Agency prefers to manage the database server and have access to in-house or external database administration;
 - Database contains restricted data;
 - Agency requires direct back-end access to database to alter data via inserts, updates or deletes;
 - And database exceeds 100GB in size.

This offering leverages a dedicated Microsoft SQL or Oracle RDBMS database platform.

3. **Database Setup:** If an agency requires initial limited help preparing a database or database server for initial setup to meet specific guidelines for a project, a database administrator (DBA) can be allocated to assist.
4. **Database – Legacy Isolation:** If an agency is unable to use a vendor-supported database version or system, Admin will assign this service offering to the agency. These database management systems are hosted on isolated infrastructure and configured to help mitigate security risks. The database and its applications are supported by the agency. Admin will determine an agency's need for this service offering on an exception basis, as this offering is not orderable by agencies.

Service Notes*

- Full agency database migrations into the State Data Center are not included in this service.
- This service uses Microsoft-supported versions of Microsoft SQL Server Databases or Oracle-supported versions of Oracle Databases.
- If an agency requires application database administration, Admin can recommend qualified consultants for the agency to contact.
- Customers must also purchase [Enterprise Storage](#) and one of the [Virtual Servers](#) offerings.
- Please contact Admin to help determine which database offering will best meet your business needs.

***See Service Detail for additional important Service Notes and Customer Responsibilities.**

Customer Benefits

- **Cost savings** – Customers of the shared offering do not have to invest in database server software, licenses and dedicated DBA personnel.
- **Efficiency** – Customers of the shared offering share common equipment and resources which allows for more cost-efficient operations and infrastructure support.
- **Security** – Advanced configurations help maintain a high level of system security.
- **Support** – Monitoring and response by trained Admin technical staff ensures maximum utilization and minimum database server downtime.
- **Choice** – Agency chooses its own application support options: in-house expertise, leverage current vendor support and relationships, beeline contractor, or an external support company that supplies subject matter experts.

Service Rates

Service Offering	Microsoft SQL Server Database	Oracle Database
Database Hosting – Shared	Contact ARM	Contact ARM
Database Hosting – Dedicated	Contact ARM	Contact ARM
Database Setup	Contact ARM	Contact ARM
Database Hosting – Legacy Isolation*	Contact ARM	Contact ARM

*Note: This offering is not an orderable offering by agency customers. It is available at Admin's discretion as an exception to the standard offerings. See Service Notes section for additional detail.

Database Hosting – Service Detail

This Admin service includes:

Summary of Responsibilities	Database Hosting – Shared	Database Hosting – Dedicated
DML administration tasks.	Customer Application	Customer/Vendor
DDL administration tasks.	Admin	Customer/Vendor
Access and administration (e.g., sysadmin) of the core database platform (engine).	Admin	Customer/Vendor
Admin database utilities administration (patches, upgrades, etc.).	Admin	Admin
Admin database software administration (patches, upgrades, etc.).	Admin	Admin

Definitions

- **DML (Data Manipulation Language):** Database administration tasks that include activities such as: retrieve, store, modify, delete, insert and update data in a database.
- **DDL (Data Definition Language):** Database administration tasks that include activities such as: creation and/or modification of the structure of database objects in a database management system.

For the two database hosting service offerings (Dedicated and Shared), Admin provides the following:

Database Software Installation and upgrade

- Installation and upgrading of database management software.
- Installation and upgrading of database management utility software.
- Application of functional patches, service packs, security patches and bug fixes to database management software.
- Application of functional patches, service packs, security patches, and bug fixes to database utility software.

Additional features with Database Hosting – Shared service offering:

Basic Database System administration

- Database availability monitoring.
- Database specific performance tuning and troubleshooting.
- Collaboration with agency support teams to troubleshoot database performance issues.
- Database job scheduling.
- Database data exports.

Database System Level Configuration

- Coordination with Admin Enterprise Storage teams to allocate storage for initial database installation based on Admin database storage best practices.
- Work with the agency application data owners to determine future storage needs.
- Creation of the database/database instance.
- Creation of the database tablespaces/database files.
- Creation of the database schema owners.
- Grant database system privileges to agency application owners.
- Manage the database instance configuration settings, including the amount of server memory and how it is allocated.
- Control and monitor the number of concurrent user connections.
- Work with the server system administrators to configure server operating system parameters.
- Work with the server system administrators to configure and apply the relevant operating system patches.

Database Systems Maintenance

- Administration of databases to ensure that each Admin-managed database is available during the defined target availability hours.
- Maintenance of databases to ensure that each Admin-hosted database is performing optimally during the defined target availability hours.
- Documentation of major changes to the database servers.

Database Systems Support and Monitoring

- Ensure databases are sized properly.
- Ensure database logs are sized properly.
- Increase/add storage for database files as required.
- Configure new storage space for database files as required.
- Execute the necessary parameter adjustments to the system configuration settings for performance optimization.
- Responsive support to unscheduled service outages in a timely manner.
- Escalation of database system software problems to vendor standard for resolution.
- Proactive monitoring of database with Admin monitoring tools.
- Leverage database diagnostic information to assist with agency database issue resolution. Admin will work to determine and solve any database infrastructure issues and relay needed information to the customer.

Related Services

A Database Hosting customer might also be interested in this Admin service which is offered separately:

- Data Backup

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

General

- Admin will ensure the agency has remote database server access per specifications provided in the project planning phase.
- Agencies will be responsible for purchasing client remote access licenses for remote access.
- Admin will coordinate with the agency for any planned Admin changes or outages that will affect the agency's server environment through the DTO Service Desk notification system as a result of the Admin change management process.
- In addition to the DML tasks identified in the "this Admin service includes" section, administration and development tasks related to the application layer are the responsibility of the customer. In most cases, the primary responsibility for the identification of a DBMS problem will be the responsibility of Admin. If Admin determines a problem is application or DDL/DML related, then Admin will inform the customer of the underlying issue and the responsibility to resolve the identified issue will be transferred to the customer for final resolution. It is the customer's primary responsibility to ensure it has adequate technical support for their application, as this is not a responsibility of Admin. There are many options for support from in-house technical resources, software support contracts, Beeline and other outside vendors that supply subject matter experts.
 - Requests for installations, adds, moves or changes will be billed to the requesting agency under the Database Setup service offering. If the amount of work exceeds four hours, this may be identified as a project and incur additional fees.
- The standard maintenance window is Saturday from 8 a.m. to noon. Microsoft patches are applied during maintenance windows, 10 days after release. Patches are occasionally applied sooner based on the risk of the unpatched vulnerability.
- Admin will support Microsoft SQL Server databases that qualify for vendor support (mainstream and extended). Admin will require an agency customer to upgrade to a vendor supported version of the Microsoft database prior to Microsoft extended support expiration.
- Admin will support Oracle RDBMS server databases that qualify for vendor support. Admin will require an agency customer to upgrade to a vendor supported version of the Oracle database prior to Oracle support expiration.
- For Shared Database customers, specialty database utilities such as Idera and/or compliance and security software licenses are included in the rate; for dedicated database hosting, these charges will be passed through to the customer.

- Data backup services are not included in the default rate. Customer agencies must purchase the data backup service.

Database Hosting – Shared

- In addition to the General Database Hosting Service Notes, the following items apply to the Database Hosting – Shared Services:
 - System administrator privileges to the database engine will not be granted to the customer agency for advanced database administration activities. Admin will manage the database engine environment for all tenants of the shared database environment.
 - Admin is not allowed to alter, insert, update or delete data in customer databases. All database data updates must be performed through the associated application.
 - Vendor partners are not allowed access to a database hosted in the shared offering. If a vendor partner requires access to a customer agency's database, then the customer agency should select the dedicated offering. If requirements change over time and subsequently require vendor access, the customer will be migrated into the "Dedicated" database offering and pay the associated rate.
 - Database client licenses costs are included in the rate.
 - Idera database utility software (e.g., SQL Safe Backup) license costs are included in the rate.
 - Agency customers will receive up to 1GB of storage space. Customer agencies that need additional storage space beyond the 1GB of space must purchase the **Enterprise Storage** service.
 - A database sized at 100GB or less can reside in the shared offering. If a database exceeds 100GB, the customer will be migrated into the "Dedicated" database offering and pay the associated rate.

Database Hosting – Dedicated

- In addition to the General Database Hosting Service Notes, the following items apply to the Database Hosting – Dedicated Services:
 - System administrator privileges to the database engine will be granted to the customer agency for advanced database administration tasks.
 - Database client licenses costs will be passed through to the agency customers. The database licensing costs are not included in the rate.
 - Idera database utility software (e.g., SQL Safe Backup) license costs will be passed through to the agency customer.
 - Specialty database utilities such compliance and security software licenses are also not included in the rate. License costs for these products will be passed directly to the customer agency.
 - Agency customers must purchase the Enterprise Storage service. This service offering does not include disk storage for database hosting.

Database Hosting – Legacy Isolation

- This environment may result in reduced application functionality in order to mitigate security risks inherent in the legacy database software environment.
- This offering will have reduced support (e.g., patching is no longer available). This offering is primarily focused on protecting the broader Admin application and infrastructure environment from security risk introduced by hosting legacy database software.
- The environment is composed of dedicated security hardware and software components. The costs of these components and the associated labor are bundled into this rate. Examples of additional security, and related costs, associated with this offering include, but are not limited to: separated VLAN, restricted user access, additional firewalls to isolate the legacy database from the mainstream network, etc.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

	Database Hosting – Dedicated		Database Hosting – Shared	
Responsibilities	Admin	Customer	Admin	Customer
Database Support Requirements				
Identify application requirements for the database.		X		X
Identify data security requirements.		X		X
Identify data backup and retention requirements.		X	X	
Identify data archive and purge requirements.		X		X
Identify data recovery time objectives.		X		X
Database Software Procurement, Installation and Configuration				
Procurement of database management server software (base DBMS licenses).	X		X	
Procurement of database management server software (client licenses); cost passed through to customer.	X		X	
Procurement of database management server utility software.	X		X	
Database management system software installation and configuration.	X		X	
Database management system software utility installation and configuration.	X		X	
Database management system software version upgrades.	X		X	

	Database Hosting – Dedicated		Database Hosting – Shared	
Responsibilities	Admin	Customer	Admin	Customer
Database management system software utility version upgrades.	X		X	
Apply functional patches, service packs, security patches and bug fixes to database management software.	X		X	
Apply functional patches, service packs, security patches and bug fixes to database utility software.	X		X	
Create the database/database instance.		X	X	
Create the database tablespaces.		X	X	
Database Support Activities				
Provide first level support for vendor supported database.		X	X	
Provide first level support for issues with the database.		X	X	
Monitor status of database systems as defined by agency customer and Admin.	X	X	X	
Develop and document standards and acceptance criteria to promote applications database changes from development and/or test into production.		X		X
Coordinate activities for moving code from development and/or test environments to production via change management process.		X		X
Execute activities to support releases to production via change management process for database management.		X		X
Database Monitoring and Fault Management				
Define requirements for database performance monitoring.		X	X	X
Implement database monitoring tool.	X		X	
Monitor database software environment on a 24/7 basis.		X	X	
Automated monitoring of database instance availability on a 24/7 basis.	X		X	
Monitor and respond to application database alerts and events per incident management process.		X	X	X
Database Performance and Capacity Management				

	Database Hosting – Dedicated		Database Hosting – Shared	
	Admin	Customer	Admin	Customer
Responsibilities				
Agency deployment plans and user growth forecasts.		X		X
Define requirements for performance/capacity planning monitoring tools.		X	X	X
Implement and maintain tools for performance/capacity planning and management.		X	X	
Define performance indicators and establish thresholds to monitor database performance against indicators.		X	X	X
Provide analysis and report on database performance trends and exceptions.		X	X	
Recommend corrective action to resolve database performance and capacity problems.		X	X	X
Implement corrective actions approved by the change management process.		X	X	X
Database Maintenance				
Coordinate and schedule maintenance activities with customer change management process.		X	X	
Install database security patches.		X	X	
Database Security				
Ability to add/remove users for pre-defined active directory groups for user access for application roles.		X		X
Ability to manage users on Microsoft SQL server.		X	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

3.4 Enterprise Content Management (ECM) Hosting

Service Description

Enterprise Content Management (ECM) Hosting offers an efficient platform customized to manage a variety of business information needs, ranging from mission critical content to standard correspondence.

ECM Hosting provides a platform that supports capture, storage, access, sharing, and final disposition of all types of documents and content throughout the document/content life cycle.

Sample capabilities include:

- Intake for scanned/document captures.
- Electronic document management.
- Automating processes.
- Document generation and distribution.
- Records management.

Enterprise Content Management (ECM) offerings include:

1. **Enterprise Content Management (ECM) Platform:** This offering provides ongoing access to the ECM platform and a training/orientation session to teach agency staff how to effectively navigate and operate the ECM environment. It also includes an initial allocation of 50GB of primary storage and 50GB of replicated storage.
2. **Enterprise Content Management (ECM) – Custom Consulting:** This offering brokers an ECM vendor-based professional services team to help agencies develop customized ECM workflows to meet agency business requirements.
3. **OnBase Data Storage:** ECM storage is required for data sets that exceed the initial 50GB of primary storage and the initial 50GB of replicated storage. OnBase Data Storage is a separate offering (and is independent of the Enterprise Storage – SAN). OnBase Data Storage is charged separately.

Service Notes*

- The ECM environment is based on Hyland's OnBase enterprise software platform.
- In addition to ECM, the OnBase platform serves as the foundation for other capabilities such as:
 - **Case Management** solutions can increase customer agency staff and management productivity, improve compliance, facilitate collaboration among caseworkers, better coordinate information flows and provide better monitoring of case status.
 - **Workflow Process Automation (WPA)** allows the customer agency to work more efficiently by allowing the WPA system to automate repetitive tasks and manage rudimentary processing, by ensuring that the work is handled consistently and tasks are delivered to the right users at the right time.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Better value from data** – As a strategic framework, ECM can help agencies take control of their content. It can contribute to initiatives related to transactional processes, compliance and records management, as well as sharing and collaborating around content and documents.
- **Cost savings** – Customers do not have to invest in hardware, software and technical personnel to support ECM infrastructure. Admin's ECM capabilities are enabled by a specialized enterprise software package leveraging common hardware and software infrastructure that can be shared by customers in a cost effective manner.
- **Efficiency** – The service allows Admin to leverage larger economies of scale than an individual agency can attain.
- **Security** – Robust policies and configurations help strengthen system security.
- **Support** – Monitoring and response by trained Admin technical staff ensures maximum utilization and minimum ECM downtime.

Service Rates

Service Offering	Cost
ECM Platform*	Contact ARM
ECM – Custom Consulting	Varies by project
OnBase Data Storage**	Contact ARM

* Note¹: If an agency is an active subscriber to another OnBase Hosting service (e.g., WPA or Case Management), then the agency will be exempt from the ECM Platform charge.

**Note²: OnBase Data Storage rate applies when the initial 50GB of primary data and 50GB of replicated data is exceeded.

Enterprise Content Management – Service Detail

This Admin service includes:

Summary of Responsibilities	ECM	ECM – Custom Consulting
Ongoing maintenance and enhancement of agency specific ECM workflow.	Customer	Customer/Admin*
Initial solution development and system configuration for agency customers.	Customer	Customer/Admin*
Orientation, training and knowledge transfer on ECM platform.	Admin	N/A
ECM hardware and software installation, maintenance support and monitoring.	Admin	N/A

*Note: Admin will coordinate with the agency and Admin's ECM third party professional services provider (Hyland) to scope a defined statement of work to meet agency custom workflow needs. Agency participation in defining a statement of work is mandatory in order to provide business-specific context.

ECM Hardware and Software

- Procurement, management and refresh of server and storage hardware.
- ECM application installation and upgrades.
- OnBase server software licenses for a wide variety of server modules. The list of modules is available from Admin.
- Application of functional patches, service packs, security patches and bug fixes to ECM software.
- Web access for content retrieval available within state security requirements.
- Privacy of agency data and images. ECM data and images can only be seen by the agency, not by other agencies.
- Disaster recovery for servers: Admin will provide disaster recovery on ECM infrastructure.

OnBase Data Storage

- OnBase Data storage includes an initial allocation of up to 50GB of primary storage and up to 50GB of replicated storage.

ECM Configuration and Administration

- Work through the formal IT change management process where applicable for the customer.
- Promote requested configurations to production on an agreed upon weekly schedule.
- Ensure backups are performed.

- Provide a production environment and a quality assurance/test environment (two system landscape).
- Coordinate/facilitate the creation of disk groups based on customer requests.

ECM Systems Monitoring and Support

- Monitor ECM infrastructure environment for availability and performance issues and resolve in a timely manner.
- Escalate ECM software issues to vendor for resolution.
- Use diagnostic information to assist agency in resolving issues. Act as liaison between the agency and Hyland.
- Produce system utilization reports per agency request.

ECM Training and Orientation

- Provide agency staff with an orientation to the system.

ECM Custom Consulting

- This offering is available to agencies that have limited resources to deploy a new ECM landscape or develop major enhancements to existing Admin ECM solution. This offering provides the agency with external professional services resources to assist in the deployment and custom configuration of an ECM solution.
- The general ECM custom consulting engagement process is as follows: Admin will assist the agency in coordinating a scoping meeting with Admin's ECM external service provider. The agency and the ECM external service provider will work together to scope a statement of work that meets the agency's objectives in a quality and timely manner. Once approved, the ECM external service provider will work with the agency to deliver against the defined statement of work.

Related Services

An ECM customer might also be interested in these Admin services which are offered separately:

- Data Backup

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Admin will coordinate with the agency for any planned changes or outages that will affect the agency's ECM environment.

- Requests that exceed 15 hours will require additional funding. Admin will provide an estimate before beginning work.
- Client software licenses are not included in the listed price. ECM client software licenses and annual maintenance will be purchased by Admin from Admin's ECM vendor per agency requirements, and the cost will be passed through to the agency.
- All Citrix related licenses will be an additional cost to the agency.
- If an agency is an active subscriber to another OnBase Hosting service (e.g., WPA or Case Management), then the agency will be exempt from the ECM Platform charge.
- Hardware located at an agency for the imaging system is not included in the listed cost. Examples of excluded hardware that are typical of an ECM solution include: scanners, PCs to run scanners, PCs for document search and retrieval, and printers.
- The ECM service offering does not include up-front analysis, design and programming activities, such as needs analysis, discovery, workflow analysis, system design, statements of work, and bills of materials, end-user training, custom programming services, line-of-business application integration, retention management design, solution design documentation, and configuration documentation.
- Microfilm production is not included in this service. If the agency requires microfilm, Admin will coordinate with a third-party vendor.
- Scanning paper documents to images is not included in this service.
- OnBase Data Storage is required for ECM data that exceeds the initial 50GB of primary and the initial 50GB of replicated storage from the OnBase environment. OnBase Data Storage is a separate offering, independent of the Enterprise Storage – SAN offering. OnBase storage beyond the initial 50GB of primary and 50GB replicated will be charged separately. If an agency is subscribing to more than one service leveraging Hyland's OnBase platform, then OnBase Data Storage allocation will apply. For example, if an agency subscribes to ECM, WPA and Case Management, then OnBase Data Storage is required for storage that exceeds the initial 50GB of primary and the initial 50GB of replicated storage for the combined subscribed services.
- Data Backup services are not included in the default rate. Customer agencies must also purchase the data backup service.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and agency select responsibilities for each service offering.

Responsibilities	Admin	Customer
ECM Strategic Requirements		
Identify business requirements.		X
Identify data security/data classification requirements.		X
Identify backup and retention requirements.		X
Archive and purge requirements.		X
Data recovery time objective from a disaster recovery incident.		X

Responsibilities	Admin	Customer
ECM Server Software Procurement, Installation and Configuration	Admin	Customer
Procurement of ECM core software (OnBase).	X	
Base ECM server hardware and software installation and configuration.	X	
Procurement, installation, configuration and version upgrades of OnBase modules.	X	
ECM core software (OnBase) version upgrades.	X	
Apply functional patches, service packs, security patches and bug fixes to ECM server software.	X	
Initial installation and configuration of an agency's ECM production environment after testing in the QA/Test environment. This service requires the agency to contract with Hyland or a Hyland reseller to assist Admin staff with initial production system configuration.	X	X
Privacy of agency data and images. ECM data and images cannot be seen by other agencies.	X	
Logical separation of an agency's data and images, such that the agency's data and images can be extracted from the Admin ECM system at a later date if required.	X	
Content extraction and removal services from ECM repository (agency cost).		X
Physical separation of ECM environment (agency costs).		X
OnBase client software license costs and client software annual maintenance costs.		X
Hardware located at an agency for the imaging system. Examples include: scanners, PCs to run scanners, PCs for document search and retrieval, printers.		X
Upfront analysis, design and programming services. Examples include: needs analysis, discovery, workflow analysis, system design, statements of work, bills of materials, end-user training, custom programming services, line-of-business application integration, retention management design, solution design documentation, and configuration documentation.		X
Microfilm production.		X
ECM software modules necessary to write to external media (e.g., DVD) to provide to a microfilm service provider.	X	
Scanning paper documents into images for tracking by the ECM instance.		X
Allocated storage beyond initial 50GB of primary and 50GB of replicated.		X
ECM Administration and Support Activities		

Responsibilities	Admin	Customer
Create all document types.		X
Create all keyword types.		X
Create all retention policies.		X
Create all custom queries.		X
Create all vbscripts and c# scripts used for custom development.		X
Create all COLD reports.		X
Create all print formats.		X
Create all autoname strings.		X
Create all DIP formats.		X
Create all Keyword autofill sets.		X
Create all barcode formats.		X
Create all workflows.		X
Create all notification formats.		X
Create end user security roles.		X
Create all scan queues.		X
Create all auto commit jobs.		X
Coordinate/facilitate the creation of disk groups based on customer requirements.	X	
Create custom reports for report services.		X
Responsible for purging and deleting their own documents and batches.		X
Document the configuration and submit to Admin for promotion to production.		X
Monitor jobs and resolve errors.		X
Perform basic troubleshooting.		X
Install of client side software and test.		X
Test all aspects of a solution or new process.		X
Project needed resources required and give advanced notice of when resources will be needed. On large projects or extended length projects provide project plan and estimated completion date.		X
Manage the projects and document the results.		X
Responsible for development of scripts or customizations.		X
Responsible for ensuring the testing of new versions according to the schedule published by Admin, and ensure the customizations are compatible with upgrade path.		X
Responsible for user password resets and user group assignment.		X
Responsible for knowledge transfer and training of customer's staff except where Admin has been contracted to do so.		X
Notify Admin after new scan formats are created in order to ensure they are copied across Citrix server farm.		X

Responsibilities	Admin	Customer
Notify Admin when “go-live” event is scheduled with a new department or site.		X
Promote requested configurations to production on an agreed upon weekly schedule.	X	
Act as liaison between customer and ECM vendor for issue resolution.	X	
Quote and procure customer licenses upon request.	X	
Maintain support contracts.	X	
Work the change management process where applicable for the customer.	X	
Maintain governance compliant media.	X	
Monitor ECM infrastructure environment to ensure availability during the defined target availability hours.	X	
Add and remove workflow timers.	X	
Create and manage autonomy full-text catalogs.	X	
Manage any portion of the ECM (Hyland-OnBase) software stack that resides in the production environment where the module or solution does not easily support multi-tenancy administration.	X	
Attend status meetings and report progress on projects as needed.	X	
Provide system utilization reports.	X	
Assist agencies in the promotion of ECM modifications from QA to production landscapes (note: When scheduled through formal IT change management and/or occurring during normal maintenance windows).	X	
Develop and document standards and acceptance criteria to promote ECM applications changes from QA/test into production.	X	
Coordinate activities for transporting updates from the test/QA environments to production via change management process.	X	
Execute activities to support releases to production via change management process.	X	
ECM Monitoring and Fault Management	Admin	Customer
Define requirements for ECM server monitoring.	X	
Implement ECM monitoring tool(s).	X	
Monitor ECM environment.	X	
Monitor and respond to ECM infrastructure alerts and events per incident management process.	X	
ECM Server Performance and Capacity Management	Admin	Customer
Notify Admin when large amount of disk space is going to be consumed, to allow Admin the proper time to plan the sizing requirements for the storage volume.		X
Develop deployment plans and user growth forecasts.		X

Responsibilities	Admin	Customer
Define performance/capacity planning monitoring tool requirements.	X	
Implement and maintain tools for performance/capacity planning and management.	X	
Define performance indicators and establish thresholds to monitor ECM server performance against indicators.	X	
Provide analysis and report on ECM performance trends and exceptions.	X	
Recommend corrective action to resolve ECM server performance and capacity problems.	X	
Implement corrective actions approved by the change management process.	X	
ECM Agency/End User Training	Admin	Customer
Training/orientation session to provide the agency customer with the required knowledge to effectively navigate and operate with the ECM offering.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

4.0 Enterprise Storage Services

4.1 Enterprise Storage

Service Description

The Enterprise Storage service provides encrypted storage for application and user data.

This service is highly scalable and dynamically adjusts to the performance agencies require. Through auto-tiering, this service provides a full spectrum of storage to meet needs such as:

- High performance disk storage, suitable for mission critical, customer-facing and revenue-generating applications;
- General capacity disk storage, suitable for development and sandbox environments;
- And everything in between.

Storage is provided on a storage area network (SAN), and can be used for applications hosted on virtual or physical servers. The Enterprise Storage service supports block and file (Network File Services (NFS) and Common Internet File System (CIFS)) storage.

The Enterprise Storage service uses redundant components that protect data from loss due to equipment failure. The service supports a wide range of disk technologies including SSD, Fibre Channel and SATA hard drives. This ability, in combination with auto-tiering technology, allows agencies to leverage the right mix of disk technologies dynamically, based on a business application's changing requirements.

Service Notes*

- Enterprise Storage will be charged from the time it is provisioned until it is de-provisioned.
- Storage charges are based on gigabytes (GB) of disk space allocated to the agency. Primary data and copies of primary data are both considered in calculating the amount of total allocated GB (e.g., 100GB of primary allocated storage and 100GB of replicated allocated storage represent 200GB of billable storage).

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Cost savings** – Customers do not have to invest in storage hardware, storage software, data center facilities and personnel.
- **Efficiency** – Sharing common equipment and resources allows for more cost-efficient operations and support.
- **Experienced, Knowledgeable Staff** – Admin technical support staff is highly experienced in the management and administration of enterprise storage software and hardware.
- **Continuity** – The service provides a level of redundancy allowing for recovery from hardware failures.
- **Security** – There is a high level of physical system security at the State Data Center.
- **Agility** – Enterprise storage is configured to scale (with minimal provisioning time) providing the ability to expand and contract with changing business needs.

- **Support** – Monitoring and response by trained Admin technical staff ensures maximum utilization and minimum storage downtime.

Service Rates

Service Offering	Price Per Month
Enterprise Storage	Contact ARM

Enterprise Storage – Service Detail

This Admin service includes:

Hardware

- Storage hardware technologies and associated connectivity components required for the Enterprise Storage infrastructure.

Software

- Storage software tools and technologies associated with enterprise storage management such as storage resource management (SRM) tools, which include capabilities such as storage usage reporting, performance analysis and reporting, alert and event management, problem determination, device configuration and provisioning, support for configuration and change management, etc.
- Data replication software as needed to meet agency availability requirements. Such software enables data replication from the State Data Center to the Clemson University Data Center.

Installation and Configuration

- Installation and configuration of supported storage technologies at the State Data Center.
- Enterprise Storage configured in an active (highly redundant) configuration to enhance storage availability.

Support and Administration

- Incident resolution through the DTO Service Desk.
- Maintenance of storage hardware and software for supported storage platform environments.
- Monitoring and alerting on all supported storage platforms.
- Provision, install and configure storage expansion as needed (e.g., expansion of disks, drawers, cabinets, etc.).

Physical Security and Facilities

- Host all storage technologies in the State Data Center, which has appropriate security and environmental controls such as: biometric access control, internal and external security camera coverage, 24/7 armed guard, conditioned power, emergency power, fire detection and suppression, and temperature control.

Security / Encryption

- Enterprise Storage infrastructure supports data encryption at rest.

Related Services

An Enterprise Storage customer might also be interested in these Admin services which are offered separately:

- Data Backup
- Virtual Servers
- Database Hosting
- Enterprise Content Management (ECM) Hosting

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- The Enterprise Storage service is primarily based on enterprise storage from Hitachi. The Hitachi storage infrastructure supports a variety of technologies including SSD, Fibre Channel and SATA disk drives.
- Admin maintains a certified Hitachi storage configuration to ensure the highest levels of availability.
- Planned maintenance (e.g., firmware updates) will occur during non-production hours and will adhere to the enterprise change management process.
- The Enterprise Storage service includes data replication services. Data replication is the frequent copy of data from one storage system to a second offsite storage system. The data replication process occurs multiple times in a single day and contributes to the higher availability of enterprise storage due to offsite redundancy.
- Data Backup is a separate service offered by Admin. The Data Backup service backs up application and end-user data, and provides restoration of data due to loss or corruption. Data backups are run once a day and have a 30-day retention period.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Define network standards for connectivity to the storage area network (SAN).	X	
Manage infrastructure via the change management process: <ul style="list-style-type: none"> Initial storage configuration. Document storage configuration. Configure storage infrastructure to enhance security. Provide first level support for infrastructure and proprietary software, including release upgrades. 	X	
Report to customers about emergency fixes that have been implemented.	X	
Work with vendors to maintain product compatibility updates and refreshes.	X	
Monitor and maintain storage infrastructure components' (including licenses, hardware, software) respective revision levels to maintain compatibility across the infrastructure.	X	
Maintain infrastructure standards for allocation of storage in accordance with storage tiers.	X	
Respond to Admin inquiries to ensure that storage is accessible and functioning per application host.		X
Verify functionality by the application host as requested by Admin.		X
Provide an annual (at a minimum) storage capacity forecast of agency storage requirements.		X
Provide an annual (at a minimum) storage performance forecast of agency storage requirements.		X
Review customer forecasts on an annual basis (at a minimum) and plan Admin disk storage capacity accordingly.	X	
Procure additional storage hardware and software (disks, arrays, switches, etc.) as required to meet forecast demand.	X	
Refresh (life cycle management) storage hardware and software as required to maintain a storage portfolio that is current and vendor supported.	X	
Monitor the usable capacity of the Admin provisioned logical volumes (at the file system level).		X
Manage and administer the Admin provisioned logical volumes at the file system level (e.g., file system formatting, file system health checks, etc.).		X
Provision logical volume in the enterprise storage environment as requested by the server administrator.	X	
Planning, building and administering primary storage and replicated storage infrastructure.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

4.2 Data Backup

Service Description

The Data Backup service backs up application and end user data, and provides restoration of data due to loss or corruption.

1. Data Backup – Standard

- One backup per 24 hour period.
- Data will be retained for a maximum of 30 days. If a longer retention period is required, see Data Backup – Custom.
- Backup data is replicated off-site.

2. Data Backup – Custom

- Data Backup – Custom includes everything contained in Data Backup – Standard, plus any additional direct hardware and/or software costs incurred to meet the customer's unique requirements. Support for system backups that are more frequent than once per 24 hours or support for a system snapshot (i.e., a backup of an entire system at a particular point in time) are examples of Custom Backup requirements.

Service Notes*

- A request for file or system restoration must be made through the DTO Service Desk.
- Requests for a retention period of longer than 30 days will be reviewed on a case-by-case basis.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Retrieval** – Eliminates the need for agencies to maintain local storage in support of backup and restores.
- **Cost-savings** – Customers do not need to procure, maintain or support hardware and/or software for data backups.
- **Experienced, Knowledgeable Staff** – Admin technical support staff is highly experienced with the backup software and in the use of specialized backup and restore hardware devices and appliances.
- **Support** – Service support is provided by Admin staff skilled and experienced in planning, supporting and troubleshooting the service.

Service Rates

Service Offering	Cost
Data Backup – Standard	Contact ARM
Data Backup – Custom	Standard Backup and Restore Price per GB, plus actual costs incurred by Admin for additional hardware/software

Data Backup – Service Detail

This Admin service includes:

1. Data Backup – Standard

Hardware

- Backup hardware technologies and associated connectivity components required for backups (e.g., EMC Avamar, SAN Disk Controllers, SAN Disk Arrays, VTLs, etc.).

Software

- Backup software management tools and technologies as required (e.g., backup software management tools, backup software client agents, etc.).

Installation and Configuration

- Installation and configuration of supported client storage software versions on Admin approved and supported physical and virtual servers at the State Data Center.

Support and Administration

- Incident resolution.
- Monitoring and alerting via email on all supported backup platforms (e.g., failed backup jobs, etc.).
- Monitoring of the backup infrastructure to assure availability and functionality.
- Replication of backup data off-site.
- Upon request, Admin will email a daily backup status report of customer backups. The report will highlight risk areas such as missed or partial backups.

Physical Security and Facilities

- Host all hardware technologies in the secure State Data Center, with appropriate security and environmental controls such as: biometric access control, internal and external security camera coverage, 24/7 armed guard, conditioned power, emergency power, fire detection and suppression, and temperature control.

2. Data Backup – Custom

- Everything listed above for Data Backup – Standard, plus any additional hardware and/or software costs incurred by Admin to support customer requirements that are beyond the standard service. Actual hardware/software costs incurred by Admin will be charged on a pass-through basis to the agency.

Related Services

A Data Backup customer might also be interested in these Admin services which are offered separately:

- Enterprise Storage
- Virtual Servers
- Database Hosting
- Enterprise Content Management (ECM) Hosting

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Planned maintenance (e.g., firmware updates) will occur during non-production hours and will adhere to the enterprise change management process.
- Admin can accommodate litigation holds, which may require retention of data longer than 30 days. The agency should communicate such requirements, and Admin will modify the retention period for the affected data as needed.

Customer vs. Admin Responsibilities

This section identifies in detail the Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Monitor the backup infrastructure to assure availability and functionality.	X	
Maintain the backup infrastructure on supported software and hardware.	X	
Notify customers and schedule an appropriate time when backup system maintenance is required (outside of planned maintenance windows).	X	
Provide support and assistance with backup problem resolution.	X	
Assure compliance with all backup requirements.	X	
Provide off-site storage of backup data.	X	
Notify the customer when the backup client software must be upgraded.	X	
Provide the contact person, phone number and an email address to Admin for correspondents regarding back up infrastructure issues.		X

Responsibilities	Admin	Customer
Notify Admin of any federal, state or county compliance requirements. Agency shall attach relevant documentation identifying the deficiency and the requirement for compliance. The document will be kept on file for audit disclosure and a record authorizing the compliance or change.		X
Provide at least one week for backup schedule modifications (add, change or delete) or the removal of any client machine from this service.		X
Client-maintained (unmanaged virtual or physical hosted) server operating system software upgrades should be performed in a timely manner to ensure software support and license compliance with the backup infrastructure.		X
Monitor backup reports and client logs daily for missed or partial backups.		X
Provide tools and procedures to address any corruption that may result from the backing up or restoring of files that were open during a backup.		X
Publish backup schedules.	X	
Identify backup requirements.		X
Publish data retention periods.	X	
Identify retention requirements.		X
Manage offsite backup infrastructure and onsite backup infrastructure.	X	
Publish notifications of backup infrastructure, OS, and backup product compatibility updates and refreshes as needed.	X	
Verify application data backup is successful (as scheduled); troubleshoot all failures to resolution.	X	X
Verify the integrity of the customer data restored from backups.		X
Provide and publish standard maintenance windows and administrator support for infrastructure upgrades (hardware and software), product refreshes and repairs as required.	X	
Provide, upon request, daily backup success/failure reports via email for customer review.	X	
Develop the appropriate startup and shut down scripts for agency applications and or databases as required for proper application backup.		X

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.

5.0 Admin-Brokered Services: Telecommunications

5.1 Local Telephone Services

Admin has contracted with qualified vendors to provide efficient, cost-effective services. Agencies should contact the vendor directly to purchase available services. Agencies should also contact the vendor directly for any service or billing issues. Admin manages the vendor contract and will assist agencies if there is a contract-related issue with the vendor.

Service Description

The vendors below provide Plain Old Telephone Service (POTS). POTS may include: local telephone service to include 1FB, Direct Inward Dial (DID), Direct Outward Dial (DOD), combo trunks, tie lines, channelized and non-channelized T1 access circuits, ISDN – Primary and Basic rate, foreign exchange, off premises extensions, Centrex and directory assistance.

AT&T

Contract Number: 4400006086

Contract Dates: 7/21/2017 – 6/30/2022

Granite Telecommunications

Contract Number: 4400016677

Contract Dates: 7/21/2017 – 6/30/2022

Spirit Communications

Contract Number: 4400016674

Contract Dates: 7/21/2017 – 6/30/2022

5.2 Long Distance Telephone Services

Service Description

Admin has contracted with qualified vendors to provide efficient, cost-effective long distance services. Such services include outward switched and dedicated long distance service, toll free service, calling cards, directory assistance, operator services and international calling. Agencies should contact the vendor directly to purchase available services or for any service or billing-related issues. Admin manages the contract and will assist agencies if there is a contract-related issue with the vendor.

Spirit Communications

Contract Number: 4400016238

Contract Dates: 7/21/2017 – 6/30/2022

Questions or Ready to Order

Please contact Spirit Communications by calling 803-726-4028, toll-free at 800-686-7671 or send an email to customerservice@spiritcom.com.

5.3 Voice over Internet Protocol (VoIP) and Messaging Services

Admin has contracted with qualified vendors to provide efficient, cost-effective services. Agencies should contact the vendor directly to purchase available services. Agencies should also contact the vendor directly for any service or billing issues. Admin manages the vendor contract and will assist agencies if there is a contract-related issue with the vendor.

Admin awarded State Term Contracts to the vendors listed below for Voice over Internet Protocol (VoIP) and Messaging services.

Vendor Information

AT&T	NWN	Spirit
Contract No.: 4400010628	Contract No.: 4400010627	Contract No.: 4400010626
Contact: Beth Shull Phone: 803-401-4463 Email: Beth.Shull@att.com	Contact: Stacy Roland Phone: 864-679-4823 Email: sroland@nwnit.com	Contact: Teena Frazer Phone: 803-726-4025 Email: Teena.Frazer@spiritcom.com
Contact: Jason Eckenstein Phone: 803-401-4438 Email: Jason.Eckenstein@att.com	Contact: Sherri Jones Phone: 919-653-4447 Email: sjones@nwnit.com	Contact: Lynn Fralick Phone: 803-726-4028 Email: Lynn.Fralick@spiritcom.com

Service Rates

Service	AT&T	NWN	Spirit
Basic SIP Subscription with NO Telephone Equipment (Per Seat, Per Month)	\$6.75	\$9.50	\$7.01
Basic SIP Subscription with Telephone Equipment (Per Seat, Per Month)	\$8.86	\$10.69	\$9.17

Enhanced SIP Subscription with NO Telephone Equipment (Per Seat, Per Month)	\$8.18	\$10.69	\$9.71
Enhanced SIP Subscription with Telephone Equipment (Per Seat, Per Month)	\$10.28	\$12.42	\$14.03
Premium SIP Subscription with NO Telephone Equipment (Per Seat, Per Month)	\$9.35	\$13.93	\$12.41
Premium SIP Subscription with Telephone Equipment (Per Seat, Per Month)	\$11.46	\$16.47	\$16.73
Basic Voicemail (Per Seat, Per Month)	\$1.21	\$1.40	\$1.05
Enhanced Voicemail (Per Seat, Per Month)	\$1.21	\$2.48	\$2.10
Professional Services Charge (Per Hour)	\$159.84 [1]	\$48.60	\$0.00
Notes: [1] - Professional Services not required; available upon request. Listed price for first year only. Price increases each year.			

Features

- For a listing of VoIP features, please [click here](#).
- For a listing of Messaging features, please [click here](#).

Additional Information

Please contact the vendor directly for any additional information on these services.

5.4 Wireless Services

Admin has contracted with qualified vendors to provide efficient, cost-effective wireless services. Such services include cellulat telephone services and equipment, and cellular data services and equipment. Agencies should contact the vendor directly to purchase available services. Agencies should also contact the vendor directly for any service or billing-related issues. Admin manages the vendor contract and will assist agencies if there is a contract-related issue with the vendor.

AT&T

Contract Number: 5000012918

Contract Dates: 7/1/2017 – 6/30/2018

Horry Telephone Cooperative

Contract Number: 5000011449

Contract Dates: 7/1/2017 – 6/30/2018

Sprint Solutions

Contract Number: 5000011450

Contract Dates: 7/1/2017 – 6/30/2018

Verizon Wireless

Contract Number: 5000011452

Contract Dates: 7/1/2017 – 6/30/2018

5.5 Contact Center Services

Admin has contracted with qualified vendors to provide efficient, cost-effective services. Agencies should contact the vendor directly to purchase available services. Agencies should also contact the vendor directly for any service or billing issues. Admin manages the vendor contract and will assist agencies if there is a contract-related issue with the vendor.

Admin awarded State Term Contracts to the vendors listed below for Contact Center services.

Vendor Information

AT&T	NWN	Spirit
Contract No.: 4400010628	Contract No.: 4400010627	Contract No.: 4400010626
Contact: Beth Shull Phone: 803-401-4463 Email: Beth.Shull@att.com	Contact: Stacy Roland Phone: 864-679-4823 Email: sroland@nwnit.com	Contact: Martie Willaby Phone: 803-726-8170 Email: martie.willaby@spiritco.com
Contact: Jason Eckenstein Phone: 803-401-4438 Email: Jason.Eckenstein@att.com	Contact: Sherri Jones Phone: 919-653-4447 Email: smjones@nwnit.com	Contact: Lynn Fralick Phone: 803-726-4028 Email: Lynn.Fralick@spiritcom.com

Service Rates

Service	AT&T	NWN	Spirit
Call Center Agent with NO Telephone Equipment (Per Seat, Per Month)	\$14.12	\$28.08	\$21.59
Call Center Agent with Telephone Equipment (Per Seat, Per Month)	\$16.22	\$28.08	\$25.91
Call Center Supervisor with NO Telephone Equipment (Per Seat, Per Month)	\$40.58	\$28.08	\$32.39
Call Center Supervisor with Telephone Equipment (Per Seat, Per Month)	\$42.68	\$28.08	\$36.71
Professional Services (Per Hour)	\$164.16	\$91.80	\$27.00

Additional Information

Please contact the vendor directly for any additional information on these services.

5.6 Integrated Voice Response (IVR) Services

Admin has contracted with qualified vendors to provide efficient, cost-effective services. Agencies should contact the vendor directly to purchase available services. Agencies should also contact the vendor directly for any service or billing issues. Admin manages the vendor contract and will assist agencies if there is a contract-related issue with the vendor.

Admin awarded State Term Contracts to the vendors listed below for Integrated Voice Response (IVR) services.

Vendor Information

AT&T	NWN	Spirit
Contract No.: 4400010628	Contract No.: 4400010627	Contract No.: 4400010626
Contact: Beth Shull Phone: 803-401-4463 Email: Beth.Shull@att.com	Contact: Stacy Roland Phone: 864-679-4823 Email: sroland@nwnit.com	Contact: Martie Willaby Phone: 803-726-8170 Email: martie.willaby@spiritcom.com
Contact: Jason Eckenstein Phone: 803-401-4438 Email: Jason.Eckenstein@att.com	Contact: Sherri Jones Phone: 919-653-4447 Email: smjones@nwnit.com	Contact: Lynn Fralick Phone: 803-726-4028 Email: Lynn.Fralick@spiritcom.com

Service Rates

Service	AT&T	NWN	Spirit
Professional Services Charge Per Hour	\$210.60	\$118.80	\$178.20

5.7 Palmetto 800 Radio System

South Carolina Leveraging Public Private Partnerships to Develop Statewide Public Safety Communications Network

The South Carolina Statewide Palmetto 800 Radio System (Palmetto 800) is a cost-shared public/private partnership between state government, local governments, power utilities and Motorola Solutions, Inc.

The system is designed to provide public safety grade statewide radio coverage, enhance radio interoperability and provide agencies with a superior communications technology at an economical price to meet public safety communications needs.

In operation since 1992, the system continues to expand and evolve to meet the needs of public safety responders. Admin administers the system with the support of an advisory committee, elected by the system users, to ensure the system is administered with the input of its users.

- The Palmetto 800 system has continued to grow and is one of the largest shared, statewide public safety radio networks in the nation with more than 30,000 users.
- The system, which is scalable to meet individual local government needs, includes 24/7 system monitoring, dedicated service staff and fixed service rates through the contract period. All Palmetto 800 transmitter sites have hardened structures, back-up generators, dual heating and air systems and are monitored through MOSCAD (temperature, generator, door alarms and fire alarms).
- More than 750 agencies representing state, federal and local governments, law enforcement agencies, fire services, EMS services, and power utilities in South Carolina, North Carolina, and Georgia currently participate in the shared, statewide MHz radio network.
- All South Carolina county, emergency management agencies and 911 centers have been provided with radios to access to the Palmetto 800 system for interoperability, disaster response and coordination.
- Admin coordinates the State's communications cache of radios, mobile radio towers, mobile satellite trailers (data, VoIP phone and two-way radio services) and the Communications Strike Team.
- South Carolina continues to receive top rankings for its interoperability efforts associated with the Palmetto 800 and Palmetto Tactical Communications Network (PATCON) systems.

The State of South Carolina signed a contract with Motorola Solutions, Inc. in December 2015 to upgrade the Palmetto 800 system to P25 standards, the current national public safety technology standards. The completed conversion of the Palmetto 800 system to P25 standards is on schedule for fall 2017. The Palmetto 800 upgrade will include a complete upgrade of the system infrastructure, and will allow the system to add additional services and expand system coverage.

Palmetto Tactical Communications Network Statewide Communications Network:

In addition to the Palmetto 800 Shared Trunked Network, South Carolina has implemented a statewide conventional 800 MHz network known as the Palmetto Tactical Communications Network (PATCON). PATCON is a state-owned network that utilizes state and national interoperability frequencies interlaced across South Carolina.

PATCON is a statewide no cost interoperability solution for non-trunked radio users, adds additional network redundancy to the Palmetto 800 system, and provides additional system capacity during special events and emergencies.

To view the PATCON 800 MHz Conventional Coverage map, please [click here](#).

Palmetto 800 MHz System User Fees

Vendor Information – Motorola Solutions, Inc.

- Motorola Solutions, Inc.
217 Cartgate Circle
Blythewood, SC 29016
Vendor Number: 7000007297
Contract Number: 4400013556
Contract Period: July 1, 2016 – June 30, 2023

Motorola State Contract Note

The State Contract is with Motorola Solutions, Inc. All P.O.s must be issued to Motorola Solutions, Inc. to be considered a State Contract purchase. P.O.s issued to Motorola franchise shops (MSS) are not considered purchases under the South Carolina State Contract. For questions, contact one of the individuals listed below.

MOTOROLA SOLUTIONS, INC. CONTACT	PHONE NUMBER	EMAIL
Jeff Francis	803-600-2208 803-829-8079 (Fax)	jeff.francis@motorolasolutions.com
Jim Weih	803-407-5600 800-353-0101 803-749-8149 (Fax)	Jim.Weih@motorolasolutions.com
ADMIN CONTRACT ADMINISTRATORS	PHONE NUMBER	EMAIL
George Crouch	803-896-0367	George.Crouch@admin.sc.gov

5.8 Mobile Radio (Two-Way) Services

Service Description

The Division of Technology Operations (DTO) State Term Contract(s) vendors are listed below for Mobile Radio (two-way radio) equipment and services.

Motorola

Contract Number: 5000011320

Contract Dates: 7/1/2017 – 11/30/2017

Harris

Contract Number: 5000011536

Contract Dates: 7/1/2017 – 11/30/2017

5.9 Pager Services

Description

Admin has contracted with qualified vendors to provide efficient, cost-effective pager services. Such services include digital and alphanumeric pagers. Agencies should contact the vendor directly to purchase available services or for any service or billing-related issues. Admin manages the contract and will assist agencies if there is a contract-related issue with the vendor.

Morris Wireless

Contract Number: 500011446

Contract Dates: 7/1/2017 – 6/30/2018

SPOK (formally USA Mobility)

Contract Number: 500011447

Contract Dates: 7/1/2017 – 11/30/2017

5.10 Satellite Telephone Services

Description

The Division of Technology Operations (DTO) State Term Contract(s) are listed under Vendor Information for satellite services. Services include voice satellite phones, satellite push-to-talk services and portable satellite VoIP phone/data services.

Mackay Communications

Contract Number: 4400016168

Contract Dates: 7/1/2017 – 6/30/2018

6.0 Admin-Brokered Services: Network

6.1 Cable and Wiring

Description

Admin awarded State Term Contracts to the vendors listed in the spreadsheet provided below for cable and wiring services.

- Cable and Wiring Services Vendor List

There are three options for using the Cable and Wiring contract.

- Contact Admin for project management. The project will be taken care of from start to finish and the agency will be rebilled.
- If your agency has the expertise in-house, Admin recommends that agencies notify several of the vendors on the contract with your walk-through dates and let the vendors compete for your business. A quote form must be created and given to the vendors to complete. Select the lowest price vendor for your project.
- If time constraints exist, it is acceptable to contact one vendor to complete your project. This is considered a fixed-price contract. Beware, however, that by selecting one vendor there is a risk of missing out on the competition and not getting the best price.

Service Rates

- Lot 1 (Inside Wiring)
- Lot 2 (Outside Wiring)
- Lot 3 (Design/Engineering)

Additional Information

ADMIN CONTRACT ADMINISTRATORS	PHONE NUMBER	EMAIL
Dwight McIntyre	803-898-8044	Dwight.McIntyre@admin.sc.gov
Charles Burton	803-896-0755	Charles.Burton@admin.sc.gov

6.2 Network Device Colocation

Description

Network Device Collocation services are provided by vendors to house switches and routers at a vendor's site. This allows agencies to connect to provider's networks or cross connect between network providers.

- **AT&T**
Contract Number: 4400007208
- **Immedion**
Contract Number: 4400004718
- **Spirit Communications**
Contract Number: 4400004717

6.3 Ethernet Services

Description

Ethernet Services provide cost effective Layer 2 connectivity between points on agency networks, including point-to-point and point-to-multi-point. Services can be provided based on the vendor's area of coverage.

- **AT&T**
Contract Number: 4400004751
- **Charter Business**
Contract Number: 4400004719
- **Farmer's Telephone Cooperative, Inc.**
Contract Number: 4400004760
- **Horry Telephone**
Contract Number: 4400004916
- **Time Warner Cable**
Contract Number: 4400004761
- **Spirit Communications**
Contract Number 4400004717
- **Windstream**
Contract Number 4400006244

6.4 Internet Services

Description

Admin has contracted with multiple vendors to provide various levels of internet access.

Understand the Service

To ensure statewide, competitive rates with multiple access options, Admin has contracted with several Internet Service Providers (ISPs). The contracted vendors offer multiple pricing options associated with the various speeds and access types.

Why Use the Contract?

- Statewide availability
- Multiple ISP options

Vendors

Lot 1 – State backbone, State, City and Local

AT&T

Contract Number: 4400016068

Contract Dates: 5/5/2017 – 5/5/2022

CenturyLink

Contract Number: 4400016070

Contract Dates: 5/5/2017 – 5/5/2022

Spirit Communications

Contract Number: 4400016019

Contract Dates: 5/5/2017 – 5/5/2022

Lot 2 – Higher Education, Colleges, Universities

AT&T

Contract Number: 4400016068

Contract Dates: 5/5/2017 – 5/5/2022

CenturyLink

Contract Number: 4400016070

Contract Dates: 5/5/2017 – 5/5/2022

Spirit Communications

Contract Number: 4400016019

Contract Dates: 5/5/2017 – 5/5/2022

Lot 3 – K-12

Spirit

Contract Number: 4400014665

Contract Dates: 11/4/2016 – 11/03/2023

Lot 4 – High Speed Small Home Office

AT&T

Contract Number: 4400016068

Contract Dates: 5/5/2017 – 5/5/2022

Spirit Communications

Contract Number: 4400016019

Contract Dates: 5/5/2017 – 5/5/2022

6.5 Multiprotocol Label Switching (MPLS)

Description

Multiprotocol Label Switching (MPLS) is a single infrastructure (voice, video and data) that ensures mission-critical traffic receives priority to move through the network. In addition, this single infrastructure provides for economical and reliable network access while allowing multiple access options from any location within South Carolina as well as enforcement of additional security requirements and privacy regulations.

Service Rates

Contract No.: 4400004751 Maximum Contract Period: 7/1/12 - 6/30/19

Questions or Ready to Order

CONTACTS	PHONE NUMBER	EMAIL
Beth Shull	803-401-4463	bs9594@att.com
Jason Eckenstein	803-401-4438	je4856@att.com

6.6 Other Network Services (DS0, T1, T3)

Description

Admin has contracted with multiple vendors to provide various other network services, including:

- DS0
- T1 and/or
- T3 type services.

Vendor Information

- **AT&T**
Contract Number: 4400004751
- **Charter Business**
Contract Number: 4400004719
- **Farmer's Telephone Cooperative, Inc.**
Contract Number: 4400004760
- **Horry Telephone**
Contract Number: 4400004916
- **Spirit Communications**
Contract Number: 4400004717
- **Windstream**
Contract Number: 4400006244

7.0 Admin-Brokered Services: Hosting

7.1 Web Hosting

Admin has contracted with qualified vendors to provide efficient, cost-effective services. Agencies should contact the vendor directly to purchase available services. Agencies should also contact the vendor directly for any service or billing issues. Admin manages the vendor contract and will assist agencies if there is a contract-related issue with the vendor.

South Carolina Interactive (SCI) is the contracted eGovernment service provider. More information about SCI and the services they provide are available at <http://scinteractive.sc.gov/Pages/home.aspx>.

8.0 Future Services

Future Services

In addition to the IT services currently available as described in the IT Shared Services Catalog, there are a wide variety of new services under evaluation and consideration for potential inclusion. Some examples of these possible future services include:

- Managed Workstation
 - Skype for Business
 - Virtual Desktop
 - Data Loss Prevention
 - Adobe products enterprise license
- Disaster Recovery
- Citrix Remote Application Access
- Virtual Private Network (VPN)